Ministry of Health and Long-Term Care

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch
Ottawa Service Area Office

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Ministère de la Santé et des Soins de longue durée

Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité
Bureau régional de services de Ottawa

347, rue Preston, 4iém étage
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November 9, 2010

Mr. Aldo Di Giovanni
Administrator
Hellenic Home – Scarborough
2411 Lawrence Avenue, East
Scarborough ON M1P 4X1

Dear Mr. Di Giovanni:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on July 15, 2010 under the *Long-Term Care Homes Act, 2007* (LTCHA) for the purpose of ensuring compliance with requirements under the LTCHA.

This inspection report must be posted in the home, in a conspicuous and easily accessible location in accordance with the LTCHA, 2007, S.O. 2007, c.8, s.79 (1) and (2).

A copy of the ***Inspection Report-Public Copy*** must be made available without charge upon request. The report will also be on file with the Ottawa Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

Kathleen Smith

for Judy Macaulay
LTC Home Inspector – Nurse

c President, Resident's Council
President, Family Council

Ontario

Inspection Report under the *Long-Term Care Homes Act, 2007*

Rapport d'inspection prévue le *Loi de 2007 les foyers de soins de longue durée*

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☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
July 15, 2010	2010_104_2941_15Jul090720	Complaint: O-000751

Licensee/Titulaire
Hellenic Home for the Aged Inc.
33 Winona Drive, Toronto, ON, M6G 3Z7
Fax: 416-654-0943

Long-Term Care Home/Foyer de soins de longue durée
Hellenic Home – Scarborough
2411 Lawrence Ave East, Scarborough, ON, M1P 4X1
Fax: 416-850-6764

Name of Inspector(s)/Nom de l'inspecteur(s)
Judy Macaulay (#104), Lynda Brown (#111)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to the care and services provided to an identified resident.

During the course of the inspection, the inspectors spoke with the Administrator, the Director of Care, several registered nursing staff and several PSW staff.

During the course of the inspection, the inspectors reviewed the identified resident's record and reviewed policies.

The following Inspection Protocols were used during this inspection:
Hospitalization and Death
Dignity, Choice and Privacy

☐ There are no findings of Non-Compliance as a result of this inspection.

☒ Findings of Non-Compliance were found during this inspection. The following action was taken:

1 WN
1 VPC

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA. Non-compliance with requirements under the *Long-Term Care Homes Act, 2007* (LTCHA) was found. (A requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA.)	Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée. Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with O.Reg. 79/10, s. 8(1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,

(b) is complied with.

Findings

1. The Home is required to have policies developed for the medication management system. [O. Reg. 79/10, s. 114(2)]
2. The results of bloodwork for an identified resident, which were outside the normal range, were not reported to the physician on three occasions as per the home's policy.
3. The bloodwork results on one occasion were not available at the Home and required to be faxed from the lab.
4. The Home's Medication - Anti-coagulants policy (*Resident Care Manual M3-1120, revised July 2005)*, related to reporting of below/above range results to the physician the next day, was not followed.

Additional Required Actions:

VPC - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance with s. 8(1)(b) in respect to reporting of bloodwork levels, which are outside the normal range, to the physician as per the Home's policy, to be implemented voluntarily.

Inspector ID #:	104

Signature of Licensee or Representative of Licensee **Signature du Titulaire du représentant désigné**	**Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.** Macaulay - LTCH Inspector - Nursing
Title: **Date:**	**Date of Report:** Nov. 2, 2010