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*

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

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

Date(s) of inspection/Date de l'inspection	**Inspection No/ d'inspection**	**Type of Inspection/Genre d'inspection**
September 22, 23, 2010	2010_146_2909_23Sept093143	Critical Incident H-01183

Licensee/Titulaire

Henley House Limited, 200 Ronson Drive, Suite 305, Toronto, On., M9W 5Z9

Long-Term Care Home/Foyer de soins de longue durée
The Henley House, 20 Ernest Avenue, St Catharines, On., L2N 7T2

Name of Inspector(s)/Nom de l'inspecteur(s)

Barbara Naykalyk-Hunt, LTC Home Inspector –Nursing #146

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a Critical Incident inspection regarding an alleged abuse of a resident by a staff person.

During the course of the inspection, the inspector spoke with: the Administrator, the Director of Care and a registered staff person.
During the course of the inspection, the inspector: did a review of the health file and observed the resident.

The following Inspection Protocols were used in part or in whole during this inspection: Dignity, Choice and Privacy

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

1 WN

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 the LTCHA, 2007, S.O. 2007, c.8, s.6(7): The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan. 2007, c. 8, s. 6 (7).

Findings:

1. A resident, on August 28, 2010, was provided personal hygiene care by one staff member when the clear direction to the staff in the care plan stated two persons were to provide the care.

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.** Barbara Mayhaligh-Hurst Oct 13/2010
Title: **Date:**	**Date of Report:** (if different from date(s) of inspection).