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
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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_22Sept115916	Complaint H-00973, H- 00990, H-01016

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 Homes Inspector #146

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection.

During the course of the inspection, the inspector spoke with: the Administrator, The Director of Care (DOC), the Associate Director of Care (ADOC), 3 registered nursing staff, 3 personal support workers (PSW) and 2 residents.

During the course of the inspection, the inspector: toured the home, reviewed the resident file and interviewed 2 residents in their respective rooms.

The following Inspection Protocols were used during this inspection: Resident Dignity and Choice

☒ 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 LTCHA, 2007, S.O.2007, c.8, s.3(1)
Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:
4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs

Findings:
1. The resident's health file indicated that he/she needed to be kept clean and dry due to excoriated groins and a Stage 2 ulcer on the coccyx. On August 18, 2010 the resident was left in a wet incontinent product and wet bed for 3 hours between the approximate hours.

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