

**Ministry of Health
and Long-Term Care**

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

347 Preston St., 4th Floor
Ottawa ON K1S 3J4
Telephone: 613-569-5602
Facsimile: 613-569-9670

**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, 4^{ième} étage
Ottawa ON K1S 3J4
Téléphone: 613-569-5602
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November 8, 2010

Mr. Peter Crate
Administrator
Hilltop Manor Nursing Home
1005 St. Lawrence Street
P.O. Box 430
Merrickville ON K0G 1N0

Dear Mr. Crate:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on August 17, 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,

A handwritten signature in cursive script, appearing to read "Paula MacDonald".

Paula MacDonald
LTC Home Inspector – Nutritional

c President, Resident's Council
President, Family Council



**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(s) of inspection/Date de l'inspection August 17, 2010	Inspection No/ d'inspection 2010_138_2645_16Augg211256	Type of Inspection/Genre d'inspection Complaint O-000221
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Licensee/Titulaire

Hilltop Manor Nursing Home Limited, 82 Colonel By Crescent, Smith Falls, On, K7A 5B6 Fax (613) 269-4707

Long-Term Care Home/Foyer de soins de longue durée

Hilltop Manor Nursing Home, 1005 St Lawrence Street, PO Box 430, Merrickville, On K0G 1N0

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

Paula MacDonald (ID# 138)

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: Members of the management team including the administrator, the director of care, RAI - coordinator/food service supervisor, the assistant food service supervisor as well the resident.

During the course of the inspection, the inspector reviewed the resident's health care record and observed the lunch meal service.

The following Inspection Protocols were used in part during this inspection:

Dining Observation Inspection Protocol

Nutrition and Hydration Inspection Protocol

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

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.
 Title:	
Date: Sept 24/10	Date of Report: (if different from date(s) of inspection). Sept 24, 2010