



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

**Rapport d'inspection
prévus 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

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**Ministère de la Santé et des Soins de
longue durée**

Division de la responsabilisation et de la performance du
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Date(s) of inspection/Date de l'inspection October 4, 2010	Inspection No/ d'inspection 2010_187_2729_04Oct091511	Type of Inspection/Genre d'inspection L-01136 Complaint inspection
Licensee/Titulaire Sharon Farms & Enterprises Limited, 1340 Huron St, London Ontario, N5V 3R3		
Long-Term Care Home/Foyer de soins de longue durée Kensington Village, 1340 Huron St., London Ontario, N5V 3R3		
Name of Inspector(s)/Nom de l'inspecteur(s) Brenda Gauld (#187)		

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to resident care and the home's complaint process.

During the course of the inspection, the inspector spoke with the administrator, ADOC, registered staff, ward clerk and 2 PSWs.

During the course of the inspection, the inspector reviewed a resident's chart, verified the procedure for replacing sick calls and using agency staff, checked the brief supply and supplies in general.

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

4 WN
3 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 LTCHA, 2007, S. O. 2007, c. 8, s.21:

Every licensee of a long-term care home shall ensure that there are written procedures that comply with the regulations for initiating complaints to the licensee and for how the licensee deals with complaints.

Findings:

There is no evidence of a home policy on dealing with complaints.

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 a written procedure for dealing with complaints, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with LTCHA, 2007, S. O. 2007, c.8, s. 22(1):

Every licensee of a long-term care home who receives a written complaint concerning the care of a resident or the operation of the long-term care home shall immediately forward it to the Director.

Findings:

1. A written letter of complaint dated August 29, 2010 was sent to the owner of the nursing home.
2. a copy of this letter has not been sent to the Director.

WN #3: The Licensee has failed to comply with O. Reg. 79/10, s.101(1)(1)

Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

(1) The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately

Findings:

1. the home received a written letter of complaint dated August 29, 2010.
2. the complainant has not yet received a response to the letter.

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 the complaint process, to be implemented voluntarily.

WN #4: The Licensee has failed to comply with O. Reg. 79/10, s. 50(2)(b)(iii):

Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure ulcers, skin tears or wounds,

(iii) is assessed by a registered dietitian who is a member of the staff of the home, and any changes made to the resident's plan of care relating to nutrition and hydration are implemented,

Findings:

1. a resident's progress notes on July 27, 2010 identified 2 open areas.
2. the dietitian did not assess him related to these open areas.

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 the registered dietitian assessing all residents with wounds, to be implemented voluntarily.



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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:	Date of Report: (if different from date(s) of inspection). October 7, 2010