

Ministry of Health
and Long-Term Care

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

55 St. Clair Avenue West, 8th Floor
Toronto ON M4V 2Y7

Telephone: 416-325-9297
1-866-311-8002

Facsimile: 416-327-4486

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 Toronto

55, avenue St. Clair Ouest, 8^{ième} étage
Toronto, ON M4V 2Y7

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Télécopieur: 416-327-4486



CC: 27 2010

Ms. Ann Marie Mohler
Kipling Acres
2233 Kipling Avenue
Etobicoke ON M9W 4L3

Dear Ms. Mohler:

Please find enclosed the **Inspection Report-Public Copy** for an inspection conducted **September 7, 8, 9, 10, 13, 14, 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 Toronto Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

Handwritten signature of Amanda Williams in cursive script.

for Amanda Williams, BSc., BASc., CPHI(C)
LTC Homes Inspector

Handwritten signature of Susan Squires in cursive script.

for Susan Squires, R.N., BScN
LTC Homes Inspector



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

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

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Ottawa ON K1S 3J4

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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 7, 8, 9, 10, 13, 14, 2010	2010_109_9545_07Sep103504 2010_101_9545_07Sep101755	Complaint (log # T1157)
Licensee/Titulaire Toronto Long-Term Care Homes and Services 55 John Street, Toronto, ON. M5V 3C6 Long-Term Care Home/Foyer de soins de longue durée Kipling Acres - 2233 Kipling Avenue, Etobicoke, Ontario		
Name of Inspector(s)/Nom de l'inspecteur(s) Susan Squires (109) and Amanda Williams (101)		

Inspection Summary/Sommaire d'inspection

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

During the course of the inspection, the inspector(s) spoke with: the Administrator, Assistant Administrator, Nurse Managers, frontline registered staff, personal care workers, Social Services Coordinator, Activation Manager and Food Service Manager.

During the course of the inspection, the inspector(s):

Reviewed the health care records

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

Responsive Behaviours
Skin and Wound
Personal Support Services
Resident Rights

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

4 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/Ordre de conformité
WAO – Work and Activity Order/Ordre: 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'exigences prévue le paragraphe 1 de section 152 de la Loi de 2007 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 la 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.

Inspector ID #: 109 & 101

WN #1: The Licensee has failed to comply with O.Reg 79/10 s. 50(2)(b)(i)

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,

(i) receives a skin assessment by a member of the registered nursing staff, using a clinically appropriate assessment instrument that is specifically designed for skin and wound assessment,

Findings:

1. A resident did not receive a skin assessment using a clinically appropriate assessment instrument that is specifically designed for skin and wound assessment.

Inspector ID #: 109 & 101

WN #2: 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, and

Findings:

1. A resident who exhibited infected skin tears to the right arm was not assessed by the registered dietitian.

Inspector ID #: 109 & 101

WN #3: The Licensee has failed to comply with LTCHA 2007, S.O. 2007, c.8 s.6(4)(a)

The licensee shall ensure that the staff and others involved in the different aspects of care of the resident collaborate with each other,

(a) in the assessment of the resident so that their assessments are integrated and are consistent with and complement each other; and



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le *Loi de 2007 les
foyers de soins de
longue durée*

Findings:

1. There was no referral to the Registered Dietician following the identification of a skin tear with subsequent cellulitis infection.

Inspector ID #: 109 & 101

WN #4: The Licensee has failed to comply with O.Reg 79/10 s. 63

Every licensee of a long-term care home shall ensure that social workers or social service workers who provide services in the home are registered under the Social Work and Social Service Work Act, 1998.

Findings:

2. Social Workers are not registered under the Social Work and Social Service Work Act, 1998.

Inspector ID #: 109 & 101

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).

September 24, 2010