

**Health System Accountability and Performance
Division**
Performance Improvement and Compliance Branch
**Division de la responsabilisation et de la
performance du système de santé**
**Direction de l'amélioration de la performance et de la
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Public Copy/Copie du public

Date(s) of inspection/Date(s) de l'inspection	inspection No/ No de l'inspection	Type of inspection/Genre d'inspection
Sep 16, 18, 19, 20, 2012	2012_139163_0031	Complaint

Licensee/Titulaire de permis
**LADY ISABELLE NURSING HOME LTD
102 CORKERY STREET, P.O. BOX 10, TROUT CREEK, ON, P0H-2L0**
Long-Term Care Home/Foyer de soins de longue durée
**LADY ISABELLE NURSING HOME
102 CORKERY STREET, P.O. BOX 10, TROUT CREEK, ON, P0H-2L0**
Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs
DIANA STENLUND (163)
Inspection Summary/Résumé de l'inspection
The purpose of this inspection was to conduct a Complaint inspection.
During the course of the inspection, the inspector(s) spoke with registered staff, personal support workers (PSWs), and residents.
During the course of the inspection, the inspector(s) walked through resident home areas, observed staff to resident care and interactions, and reviewed health care records.
The following inspection Protocols were used during this inspection:
Continence Care and Bowel Management
Personal Support Services
There are no findings of Non-Compliance as a result of this inspection.
NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités
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 non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE BEEN COMPLIED WITH/
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES SUIVANT SONT MAINTENANT
CONFORME AUX EXIGENCES:**

CORRECTED NON-COMPLIANCE ORDER(S) REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDRES			
REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / NO DE L'INSPECTION	INSPECTOR ID #/ NO DE L'INSPECTEUR
O.Reg 79/10 r. 114.	CO #002	2011_057163_0025	163

Issued on this 20th day of September, 2012

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs
<i>Diana Stenlund, # 163</i>