



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

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

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

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

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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	
April 28, 29, 2011	2011_125_2584_21Apr100656	CIS #2584-000024-10, Log #T-2088-10 CIS #2584-000010-11, Log #T-1373-11	
Licensee/Titulaire			
Leisureworld Senior Care LP on Behalf of 2063412			
Long-Term Care Home/Foyer de soins de longue durée			
Leisureworld Barrie, 130 Owen Street, Barrie Ontario, L4M 3H7			
Name of Inspector/Nom de l'inspecteur			
Marsha Hardwick, 125			
Inspection Summary/Sommaire d'inspection			

The purpose of this inspection was to conduct a follow-up inspection of CIS 2584-000024-10 and CIS 2584-000010-11 regarding missing narcotics.

During the course of the inspection, the inspector spoke with:

- Administrator
- Director of Care
- Registered Nurses

During the course of the inspection, the inspector:

- Reviewed residents health records
- Reviewed policies: Medications: Controlled & Narcotic Substances
- Incident Reporting-Resident Incident

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

- Medication Inspection Protocol
- Incident Reporting-Resident Incident

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

2 WN
1 VPC
1 CO: CO #001

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 O. Reg. 79/10, s.129 (1) (a) (ii).

129. (1) Every licensee of a long-term care home shall ensure that,
- (a) drugs are stored in an area or a medication cart,
 - (ii) that is secure and locked.

Findings:

1. The Licensee failed to store controlled substance drugs that are secure.

Additional Required Actions:

CO# - 001 will be served on the licensee. Refer to the "Orders of the Inspector" form.

WN #2:

The licensee has failed to comply with O. Reg. 79/10, s.8 (1) (a) (b). Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,

- (a) is in compliance with and is implemented in accordance with all applicable requirements under the Act; and
- (b) is complied with.

Findings:

The Licensee did not ensure that a count of all controlled and narcotic substances was made by registered staff in accordance with the requirement as set out in O. Reg. 114 (3) (a) regarding the medication management system policy.

Additional Required Actions:

VPC – pursuant to the Licensees 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 to ensure that a count of all controlled and narcotic substances will be made by Registered Staff, to be implemented voluntarily.

Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désignéSignature 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).

Orders of the Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c.8

	☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public	
Name of Inspector:	Marsha Hardwick	Inspector ID # 125
Log #:	2011_125_2584_21Apr100656	
Inspection Report #:	T-2088-10 & T-1373-11	
Type of Inspection:	Critical Incidents: 2584-000024-10 & 2584-000010-11	
Date of Inspection:	April 28, 29, 2011	
Licensee:	Leisureworld Senior Care LP on Behalf of 2063412	
LTC Home:	Leisureworld Barrie, 130 Owen Street, Barrie Ontario, L4M 3H7	
Name of Administrator:	Debbie Flemming	

You are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order 153 (1) (b)
Pursuant to: O. Reg. 79/10, s.129 (a) (ii). Every licensee of a long-term care home shall ensure that, (a) drugs are stored in an area or a medication cart, (ii) that is secure and locked.			
Order: The licensee shall prepare and submit a written plan by Monday, July 4, 2011 to ensure that drugs are stored in an area or a medication cart that is secure and locked. This plan shall be implemented Monday, July 4, 2011. The plan is to be submitted to Inspector: Marsha Hardwick, Ministry of Health and Long-Term Care, Performance Improvement and Compliance Branch, 465 Davis Drive, 3rd Floor, Newmarket, ON L3Y 8T2 Fax 905-954-4702			



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Health System Accountability and Performance Division
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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

Grounds:

1. The Licensee failed to store controlled substance drugs that are secure.

This order must be complied with by: Monday, July 4, 2011

REVIEW/APEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this (these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Ave. West
Suite 800, 8th floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the
Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON
M5S 2T5

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
55 St. Claire Avenue, West
Suite 800, 8th Floor
Toronto, ON M4V 2Y2

Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website.



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Direction de l'amélioration de la performance et de la conformité

Issued on this ??? day of June, 2011.	
Signature of Inspector: <i>Marsha Hardwick</i>	
Name of Inspector:	Marsha Hardwick
Service Area Office:	Toronto Service Area Office