Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

Hamilton Service Area Office
119 King Street West, 11th Floor
Hamilton, ON L8P 4Y7

Telephone: 905-546-8294
Facsimile: 905-546-8255

Bureau régional de services de Hamilton
119, rue King Quest, 11ième étage
Hamilton, ON L8P 4Y7

Téléphone: 905-546-8294
Télécopieur: 905-546-8255

Inspection Report under the LTC Homes Act, 2007 ☒ Public Copy ☐ Licensee Copy	**Rapport d'inspection prevue de le Loi de 2007 les foyers de soins de longue durée** ☐ Copie du Titulaire ☒ Copie de la Publique	
Date(s) of inspection/Date de l'inspection July 21, 22, 2010	**Inspection No/ d'inspection** 2010-173-2570-20Jul132954	**Type of Inspection/Genre d'insptection** Complaint Log # H00242
Licensee/Titulaire 2063414 Ontario Limited as General Partner of 2063414 Investment LP 302 Town Centre Blvd, Suite #200, Toronto, Ontario L3R 0E8		
Long-Term Care Home/Foyer de soins de longue durée Leisureworld Caregiving Centre - Brantford 389 West St, Brantford, Ontario N3R 3V9		
Name(s) of the Inspector(s) conducting the In spection/Nom de l'inspecteurs qui fait de l'inspection **Lesa Wulff, LTC Inspector – Nursing, # 173, Sharlee McNally LTC Inspector – Nursing # 141**		

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to resident care needs.

The inspection was conducted by 2 inspectors identified above.

The inspection occurred on July 21, 22, 2010 with both inspectors being present on both days.

During the course of the inspection, the inspector(s) spoke with:
Members of the Management team including the Administrator, Director of Resident Care, Registered staff, Personal support workers, Residents on all Resident Home Areas, Leisureworld Corporate Consultants, RAI-MDS Coordinator and RAI-MDS Back up Coordinator.

The following inspection protocols were used during this inspection:
Skin and Wound Care Inspection Protocol

5 findings of Non-compliance were found during this inspection. The following action was taken:
5 WN
4 VPC

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'ecrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue dureé.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue dureé* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prevue par la présente loi" au paragraphe 2(1) de la loi.

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Plan of correction/Plan de redressement
DR – Director Referral/Régisseur envoye
CO – Compliance Order/Ordres de conformité
WAO – Work and Acitvity Order/Ordres: travaux et activitiés

WN #1: The licensee has failed to comply with LTCHA 2007, S.O. 2007, c.8, s22 (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.

Finding:

1. A written letter of complaint was read by the inspector during a review of the home's investigation related to care of a resident. This written letter of complaint was not forwarded to the Director as required.

Inspector ID #: 173

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'ecrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue dureé.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue dureé* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prevue par la présente loi" au paragraphe 2(1) de la loi.

WN #2: The licensee has failed to comply with LTCHA 2007, S.O. 2007, s3(1) 4
Every licensee of a long-term care home shall ensure that the following rights of resident's are fully respected and promoted:
Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.

Findings:

1. During inspection at the home and review of documentation in the clinical record, the condition of an identified resident's wound was verified. The condition of the resident as described in a complaint reported to the home, indicated that the resident did not receive care consistent with identified needs. The residents wound had increased drainage, requiring more frequent monitoring and dressing changes. The resident was found by staff lying in drainage soaked bed linens and clothing. The wound dressing was not adhered to the wound sufficiently.
2. Plan of care also indicated that this resident was to be turned and positioned every two hours when in bed. Based on the condition as described in the progress notes, repositioning for this resident did not occur. ..

Inspector ID #: 173

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, to be implemented voluntarily.

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'ecrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue dureé.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue dureé* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prevue par la présente loi" au paragraphe 2(1) de la loi.

WN #3: The licensee has failed to comply with LTCHA 2007, S.O. 2007, c.8, s6(7)
The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

Findings:

1. The treatment ordered for an identified residents left shoulder wound included changing the dressing every 3 to 5 days and as required. Last documented dressing change was two days prior to incident of finding the resident in the condition described above. Progress notes state dressing noted to be leaking, requested evening nurse to reinforce dressing with tegaderm. Progress notes state dressing changed due to excessive drainage. This information suggests the need for increased monitoring of this residents wound. There was no indication that increased monitoring for dressing changes occurred for this wound as needed.
2. A "clock" picture was observed in the resident's room beside the bed to indicate that the resident is to be turned and positioned every two hours. Staff were aware and able to verbalize during interview that the resident should receive turning and positioning every 2 hours when in bed. Based on the condition, as described in the progress notes, which identified that the resident had been lying on wet pillow with sero-sanguinous drainage, dressing was loose and bed clothes were wet, repositioning did not occur as identified in the plan of care..

Inspector ID #: 173

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, to be implemented voluntarily.

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'ecrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue dureé.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue dureé* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prevue par la présente loi" au paragraphe 2(1) de la loi.

WN #4: The licensee has failed to comply with LTCHA 2007, S.O. 2007, c.8, s6(1)c
Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,
Clear directions to staff and others who provide direct care to the resident. 2007, c.8, s 6(1).

Findings:

1. The problem statement for wound care in an identified resident's clinical record was noted as – Skin integrity - susceptible to skin tears, Braden scale (10), lesion to left shoulder near base of neck. This wound had been diagnosed and biopsied as cancerous in May 2010. It was determined that the areas of cancer were far too advanced to be operated on and family would like comfort measures only. Other changes were noted from the progress notes, such as change in treatment orders, change in amount and type of drainage from wound, and non-operable status of wound. This information was not added to the problem list for wound care to facilitate clear direction and communicate required care needs of the resident to all staff.
2. Progress notes show increased drainage from this residents wound that required a dressing changes in-between the regular schedule of 3-5 days. This identified increased drainage, dressing changes, and need for increased monitoring of this residents wound were not outlined in the plan of care to provide clear direction to staff based on the change in the residents care needs.
3. The plan of care did not include clear direction to staff related to turning and positioning needs of an identified resident.

Inspector ID #: 173

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, to be implemented voluntarily.

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'ecrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue dureé.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue dureé* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prevue par la présente loi" au paragraphe 2(1) de la loi.

WN #5: The licensee has failed to comply with O.Reg 79/10, s50(2)(b)(iii)
Every licensee of a long-term care home shall ensure that,
A resident exhibiting altered skin integrity, including skin breakdown, pressure ulcers, skin tears or wounds, 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. Resident Assessment Protocol (RAP) for an identified resident completed in May 2010 by the Registered Dietician included a review of the residents food and fluid intake and nutritional status but did not include an assessment, evaluation or interventions related to nutritional requirements secondary to an identified wound.
2. The plan of care that has been developed by the Registered Dietician does not contain information related to the nutritional requirements of this resident related to ongoing impaired skin integrity.

Inspector ID #: 173

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, to be implemented voluntarily.

Signature of Licensee of Designated Representative **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).** Dec 30/10