

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
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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
Bureau régional de services de Toronto

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

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FEB 02 2011

Ms. Lora Palmer
Administrator
Leisureworld Caregiving Centre
- Etobicoke
70 Humberline Drive
Etobicoke ON M9W 7H3

Ministère de la Santé
et des Soins de longue durée

Dear Ms. Palmer:

Please find enclosed the **Inspection Report-Public Copy** for an inspection conducted **December 10, 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,

A handwritten signature in cursive script, appearing to read "A. Williams".

for Amanda Williams
LTC Homes Inspector

Ministère de la Santé
et des Soins de longue durée



**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***

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

Bureau régional de services de Toronto
55, avenue St. Clair ouest, 8^{ième} étage
Ottawa ON K1S 3J4

**Ministère de la Santé et des Soins de
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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
December 10, 2010	2010_101_2837_10Dec103828	Complaint (T-1976)
Licensee/Titulaire		
2063414 Ontario Limited as General Partner of 2063414 Investment LP, 302 Town Centre Blvd., Suite #200, Toronto, ON, L3R 0E8 Long-Term Care Home/Foyer de soins de longue durée		
Leisureworld Caregiving Centre – Etobicoke, 70 Humberline Drive, Etobicoke ON M9W 7H3		
Name of Inspector(s)/Nom de l'inspecteur(s)		
Amanda Williams (101)		

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to the home's lost clothing process, cleanliness of resident rooms and linens.

During the course of the inspection, the inspector spoke with: The Administrator, Director of Care and nursing staff.

During the course of the inspection, the inspector: conducted an inspection of resident home areas and conducted water temperature checks.

The following Inspection Protocols were used during this inspection:

Accommodation- Housekeeping

Accommodation- Laundry

Adhoc

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

3 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 envoie
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'exigences prévue le paragraph 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. 15(2)(a). Every licensee of a long-term care home shall ensure that, the home, furnishings and equipment are kept clean and sanitary;

Findings:

1. Resident furniture was noted to have soiled surfaces in six identified resident rooms and the 3A activity room.

Inspector ID #: 101

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 to ensure resident furniture and high contact surfaces are kept clean and sanitary using appropriate chemicals and that cleaning schedules are followed. This plan is to be implemented voluntarily.

WN # 2: The Licensee has failed to comply with O. Reg. 79/10, s. 87(2)(b). As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for, cleaning and disinfection of resident care equipment, such as whirlpools, tubs, shower chairs, and lift chairs and supplies and devices, including personal assistance services devices, assistive aids, and positioning aids and contact surfaces, using hospital grade disinfectant and in accordance with manufacturer's specifications;

Findings:

1. An identified housekeeping staff was noted to clean resident furniture with a cloth soaked with water in unit 2A. No disinfectant was used in addition to the water to disinfect high contact surfaces within the resident's room.

Inspector ID #: 101

Additional Required Actions:
None



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Act, 2007*

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

WN # 3: The Licensee has failed to comply with O. Reg. 79/10, s. 90(2)(h). The licensee shall ensure that procedures are developed and implemented to ensure that, immediate action is taken to reduce the water temperature in the event that it exceeds 49 degrees Celsius;

Findings:

1. Hot water temperatures were recorded to reach above 49 degrees Celsius in three identified areas of the home (predominately the B wing of the home) creating a potential scalding hazard.

Inspector ID #: 101

Additional Required Actions:

CO # - 001 will be served on the licensee. Refer to the "Order(s) of the Inspector" form.

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).

December 20, 2010



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

Order(s) 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:	Amanda Williams	Inspector ID # 101
Log #:	T-1976	
Inspection Report #:	2010_101_2837_10Dec103828	
Type of Inspection:	Complaint	
Date of Inspection:	December 10, 2010	
Licensee:	2063414 Ontario Limited as General Partner of 2063414 Investment LP, 302 Town Centre Blvd., Suite #200, Toronto, ON, L3R 0E8	
LTC Home:	Leisureworld Caregiving Centre – Etobicoke, 70 Humberline Drive, Etobicoke ON M9W 7H3	
Name of Administrator:	Lora Palmer	

To 2063414 Ontario Limited as General Partner of 2063414 Investment LP, you are hereby required to comply with the following order(s) by the date(s) set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(a)
Pursuant to: O. Reg. 79/10, s. 90(2)(h). The licensee shall ensure that procedures are developed and implemented to ensure that, immediate action is taken to reduce the water temperature in the event that it exceeds 49 degrees Celsius;			
Order: The licensee shall ensure that water temperatures are monitored, communicated and immediate action taken when temperatures exceed 49 degrees Celsius.			
Grounds: 1. Hot water temperatures were recorded to reach above 49 degrees Celsius in three identified areas of the Home (predominately the B wing of the home) creating a potential scalding hazard.			
This order must be complied with by:		Immediately	



Ministry of Health and Long-Term Care
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Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

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 www.hsarb.on.ca.

Issued on this <u>20th</u> day of <u>December</u> , 2010.	
Signature of Inspector:	
Name of Inspector:	<u>Amanda Williams</u>
Service Area Office:	<u>Toronto</u>