



**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

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

Bureau régional de services de Hamilton
119, rue King Ouest, 11^{ème} étage
Hamilton, ON L8P 4Y7

**Ministère de la Santé et des Soins de
longue durée**

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

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

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date of inspection/Date de l'inspection 15 and 16 February 2011	Inspection No/ d'inspection 2011_127_9551_14Feb142330	Type of Inspection/Genre d'inspection Follow up # H-00658
Licensee/Titulaire The Regional Municipality of Niagara, 2201 St. David's Road, P.O. Box 344, Thorold ON L2V 3Z3		
Long-Term Care Home/Foyer de soins de longue durée Linhaven, 403 Ontario Street, St. Catharines ON L2N 1L5		
Name of Inspector(s)/Nom de l'inspecteur(s) Richard Hayden, Long Term Care Homes Inspector – Environmental Health #127		
Inspection Summary / Sommaire d'inspection		
The purpose of this inspection was to complete a follow-up inspection on previously identified areas of non-compliance: Follow up Inspection – 17,18,19 and 22 June 2009 – Unmet Criteria M3.23 and M3.3 During the course of the inspection, the inspector spoke with the administrator, director of care, manager of dementia care, manager of housekeeping and laundry, maintenance coordinator, registered and non-registered nursing staff, housekeeping staff, laundry staff, maintenance staff, residents and residents' family members. During the course of the inspection, the inspector reviewed documentation for maintenance and laundry services and inspected all areas where previous non-compliance had been identified. The following Inspection Protocols were used during this inspection: • Accommodation Services – Housekeeping • Accommodation Services – Laundry • Accommodation Services – Maintenance • Infection Prevention and Control No findings of Non-Compliance were found during this inspection. Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance.		



CORRECTED NON-COMPLIANCE / Non-respects à Corrigé				
REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ ORDER #	INSPECTION REPORT #	INSPECTOR ID #
M3.23, LTC Homes Program Manual now found in <i>LTCHA, 2007</i> , c.8., s. 86	Unmet criterion		Follow-up Inspection – 17,18,19 and 22 June 2009	127
M3.3, LTC Homes Program Manual now found in <i>LTCHA, 2007</i> , c.8., s. 5	Unmet criterion		Follow-up Inspection – 17,18,19 and 22 June 2009	127

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). <i>24 March 2011</i>