

Ministry of Health
and Long-Term Care

Ministère de la Santé
et des Soins de longue durée



Health System Accountability and
Performance Division
Performance Improvement and Compliance Branch
Toronto Service Area Office

55 St. Clair Avenue West, 8th Floor
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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
Bureau régional de services de Toronto

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JAN 06 2011

Ms. Elizabeth Bradshaw
Administrator
Main Street Terrace
77 Main Street
Toronto, ON M4E 2V6

Dear Ms. Bradshaw:

Please find enclosed the **Inspection Report-Public Copy** for an inspection conducted **October 5, 21, 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. Marsillo

for Susan Squires
LTC Homes Inspector

A. Marsillo

for Tiina Tralman
LTC Homes Inspector



**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***

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

Date(s) of inspection/Date de l'inspection October 5 and 21, 2010	Inspection No/ d'inspection 2010_109_2589_21Oct103056 2010_162_2589_05Oct083652	Type of Inspection/Genre d'inspection Complaint T1238
Licensee/Titulaire Revera Long Term Care Inc 55 Standish Court 8 th floor Mississauga, Ontario, L5R 4B2 Phone 289-360-1200 Fax 289-360-1201		
Long-Term Care Home/Foyer de soins de longue durée Versa Care Toronto Main		
Name of Inspector(s)/Nom de l'inspecteur(s) Susan Squires (109) Tiina Tralman (162)		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a complaint inspection. During the course of the inspection, the inspector(s) spoke with: Administrator, Director of Care, Registered Nursing staff, Personal Support Workers, Geriatric Outreach RN, Attending Physician, Resident Care Coordinator, Resident During the course of the inspection, the inspector(s): Reviewed Health Record The following Inspection Protocols were used in part or in whole during this inspection: Minimizing of restraining ☒ Findings of Non-Compliance were found during this inspection. The following action was taken: 1 WN		



NON- COMPLIANCE / (Non-respectés)

Définitions/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 LTCHA 2007, S.O. 2007, c.8 s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

11. Every resident has the right to,
iv. have his or her personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.

Findings:

1. Health records are left in a common area and are accessible to any person(s). The home is not keeping personal health information secure.

Inspector ID #:

109

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.

Susan Squires

Tiina Tralman

Title:

Date:

Date of Report: (if different from date(s) of inspection).