Ontario

Ministry of Health and L[illegible]g-Term Care
Health System Accountability and i[illegible]rmance 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

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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 23, 24, 2010	**Inspection No/ d'inspection** 2010 144 2667 17Aug141930	**Type of Inspection/Genre d'insptection** Complaint #S-00077
Licensee/Titulaire Jarlette Health Services, 689 Young Street, Midland, ON L4R 2E1		
Long-Term Care Home/Foyer de soins de longue durée Manitoulin Lodge, 3 Main Street, Gore Bay, ON P0P 1H0		
Name of Inspector(s)/Nom de l'inspecteur(s) Carolee Milliner (#144)		

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection

The inspection was conducted by one inspector identified above.

The inspection occurred on July 23, 24, 2010 with one inspector being present on two days.

During the course of the inspection, the inspector spoke with:
Administrator, Restorative Care / RAI MDS Coordinator, Administrative Assessment and two (2) RPN's.

The following Inspection Protocols were used in part or in whole during this inspection:
Personal Support Services.

3 Findings of Non-Compliance were found during this inspection. The following action was taken:
3 WN
1 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.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,
(c) clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).

Findings:

1. The written plan of care does not include directives for staff that provide care to one resident related to two identified care needs.

Further Inspector Actions:
None.

Inspector ID#: 144
Required Compliance Date: Immediately

WN#2: The Licensee has failed to comply with O. Reg. 79/10, s231(b):
Every licensee of a long term care home shall ensure that,
(b) the resident's written record is kept up to date at all times.

Findings:

1. Review of the medication & treatment records for one resident reveal multiple omissions of registered staff signatures.

Further Inspector Actions:
None

Inspector ID#: 144
Required Compliance Date: Immediately

WN#3: The Licensee has failed to comply with LTCHA, 2007, S.O. s8(3):
Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations. 2007, c. 8, s. 8 (3).

Findings:

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)

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WN#1: The Licensee has failed to comply with: LTCHA, 2007, S.O.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,
(c) clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).

Findings:
1. The written plan of care does not include directives for staff that provide care to one resident related to two identified care needs.

Further Inspector Actions:
None.

Inspector ID#: 144
Required Compliance Date: Immediately

WN#2: The Licensee has failed to comply with O. Reg. 79/10, s231(b):
Every licensee of a long term care home shall ensure that,
(b) the resident's written record is kept up to date at all times.

Findings:
1. Review of the medication & treatment records for one resident reveal multiple omissions of registered staff signatures.

Further Inspector Actions:
None

Inspector ID#: 144
Required Compliance Date: Immediately

WN#3: The Licensee has failed to comply with LTCHA, 2007, S.O. s8(3):
Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations. 2007, c. 8, s. 8 (3).

Findings:

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.

1. Review of the registered staff work schedule from July 1-24, 2010 confirmed a Registered Nurse was not scheduled to work & was not on-site in the Home on 32 required shifts. The evening Registered Nurse position was vacant at the time of the inspection.

Further Inspector Actions:
VPC - Pursuant to LTCHA, 2007, S.O. c.8,s. 152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to be implemented voluntarily.

Inspector ID#: 144
Required Compliance Date: WN: Immediately
Required Compliance Date: VPC: September 1, 2010

Signature of Licensee or 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.** E. Millsen
Title:	**Date:**	**Date of Report (if different from date(s) of inspection).** August 18, 2010

faxed Aug 24/10 cm