



**Ministry of Health and
Long-Term Care**

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

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

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

Health System Accountability and Performance

Division

Performance Improvement and Compliance Branch

**Division de la responsabilisation et de la
performance du système de santé**

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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Jul 14, Sep 28, 29, 2011	2011_056158_0008	Critical Incident

Licensee/Titulaire de permis

584482 ONTARIO INC
689 YONGE STREET, MIDLAND, ON, L4R-2E1

Long-Term Care Home/Foyer de soins de longue durée

MANITOULIN LODGE
3 MAIN STREET, P. O. BOX 648, GORE BAY, ON, P0P-1H0

Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs

KELLY-JEAN SCHIENBEIN (158)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Critical Incident inspection.

During the course of the inspection, the inspector(s) spoke with the administrator, Director of Care, the Environmental Manager, staff and residents

During the course of the inspection, the inspector(s) toured the home, reviewed the resident's health care record, the internal incident reports, the critical incident report sent to the Ministry of Health and Long Term Care, policies and procedures related to the maintenance of all mechanical and ceiling lifts in the home, the home's maintenance records for all mechanical and ceiling lifts, the maintenance records of the service technician who conducted the yearly inspection of all mechanical and ceiling lifts, the home's annual service contracts for yearly maintenance of lifts and reviewed the investigation reports conducted by two separate companies related to a critical incident involving a resident and lift.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités
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 non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 90. Maintenance services

Specifically failed to comply with the following subsections:

s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,

(a) electrical and non-electrical equipment, including mechanical lifts, are kept in good repair, and maintained and cleaned at a level that meets manufacturer specifications, at a minimum;

(b) all equipment, devices, assistive aids and positioning aids in the home are kept in good repair, excluding the residents' personal aids or equipment;

(c) heating, ventilation and air conditioning systems are cleaned and in good state of repair and inspected at least every six months by a certified individual, and that documentation is kept of the inspection;

(d) all plumbing fixtures, toilets, sinks, grab bars and washroom fixtures and accessories are maintained and kept free of corrosion and cracks;

(e) gas or electric fireplaces and heat generating equipment other than the heating system referred to in clause (c) are inspected by a qualified individual at least annually, and that documentation is kept of the inspection;

(f) hot water boilers and hot water holding tanks are serviced at least annually, and that documentation is kept of the service;

(g) the temperature of the water serving all bathtubs, showers, and hand basins used by residents does not exceed 49 degrees Celsius, and is controlled by a device, inaccessible to residents, that regulates the temperature;

(h) immediate action is taken to reduce the water temperature in the event that it exceeds 49 degrees Celsius;

(i) the temperature of the hot water serving all bathtubs and showers used by residents is maintained at a temperature of at least 40 degrees Celsius;

(j) if the home is using a computerized system to monitor the water temperature, the system is checked daily to ensure that it is in good working order; and

(k) if the home is not using a computerized system to monitor the water temperature, the water temperature is monitored once per shift in random locations where residents have access to hot water. O. Reg. 79/10, s. 90 (2).

Findings/Faits saillants :

1. The licensee has failed to comply with O. Reg79/10 s. 90(2)(a) to ensure that procedures are developed and implemented to ensure that the electrical and non-electrical equipment including lifts are kept in good repair and maintained at a level that meets the manufacturer's specification.
2. Two PSWs were transferring a resident from the bed into a wheelchair with a portable ceiling lift. The portable ceiling lift motor became detached from the trolley mechanism and fell onto the resident's abdomen.
3. An investigation of the incident was conducted by two different equipment companies post incident. Both investigation reports identified that the portable ceiling lift trolley assembly failed. The reports identified that the "portable trolley assembly nut appeared to be cut in half", that "the portable trolley assembly used in this application appeared to be one for a single track and had to be cut to operate in the double track" and that "eliminated the safety roll pin that would have stopped the nut from loosening and the lift from falling".
4. The Environmental Manager of the home provided the inspector with all of the home's ceiling and mechanical lift maintenance records. The home's records identified that the motors were being inspected and maintained by them.
5. A copy of the installation report for the ceiling lift trolley was requested but not provided by the home. Records of the yearly maintenance inspection of the motors and track inspection of the portable ceiling lifts by one company in 2010 and a different company in 2011 was reviewed by the inspector on July 14/11. The records identified that preventative checks were completed. It is unclear whether the trolley nut was inspected.
6. The manual for the portable ceiling lift was obtained from the Environmental Manager. The service technician's maintenance record was missing from the manual. The company who installed the ceiling lifts was contacted on July 18/11 by the inspector regarding the maintenance schedule for the portable ceiling lift. A service technician with the company identified that the manual would be sent, however, this was not sent to the inspector. The company was contacted on July 20/11, July 26/11 and August 2/11 and messages left. The maintenance schedule has not been received.
7. Based therefore, on the all the information made available to the inspector, it remains unclear whether the trolley nut was inspected.

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 ensuring that all mechanical and ceiling lifts in the home are kept in good repair and maintained at a level that meets the manufacturer specifications, to be implemented voluntarily.

Issued on this 29th day of September, 2011

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

