



**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 sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

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

**Ottawa Service Area Office
347 Preston St, 4th Floor
OTTAWA, ON, K1S-3J4
Telephone: (613) 569-5602
Facsimile: (613) 569-9670**

**Bureau régional de services d'Ottawa
347, rue Preston, 4^{ième} étage
OTTAWA, ON, K1S-3J4
Téléphone: (613) 569-5602
Télécopieur: (613) 569-9670**

Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Aug 2, 2013	2013_225126_0011	O-000381- 13, O- 000788-12	Complaint

Licensee/Titulaire de permis

1663432 ONTARIO LTD.

2212 GLADWIN CRESCENT, UNIT A-9, SUITE 200, OTTAWA, ON, K1B-5N1

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

MANOIR MAROCHEL

949 MONTREAL ROAD, OTTAWA, ON, K1K-0S6

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

LINDA HARKINS (126)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): June 27, 28, July 2, 5 and 9, 2013

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, the Charge Nurse, several Registered Nursing staff, Personal Support Workers, the Environmental Manager, residents and families.

During the course of the inspection, the inspector(s) reviewed one resident health care record, observe care and services provided to residents.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

Continence Care and Bowel Management

Prevention of Abuse, Neglect and Retaliation

Skin and Wound Care

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



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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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

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 LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services

Specifically failed to comply with the following:

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
(a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).
(b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).
(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).

Findings/Faits saillants :



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1. The licensee failed to comply with LTCHA, S.O. 2007, Ch 8, s. 15. (2) (c) in that the home, furnishing and equipment are not maintained in a safe condition and in a good state of repair.

The following observations were identified during February 2012, Resident Quality Inspection's (RQI) # 2012_036126_003. At that time, a Written Notification(WN) and a Voluntary Plan of Corrective Action (VPC) was issued. Interview held with the Administrator on July 5, 2013, who indicated that no VPC was developed. The Environmental Manager indicated that no remedial maintenance has been done in the west tub room since the RQI in 2012.

The west wing tub room was noted to have water damaged wall and peeling paint on the right side, next to the tub.

The flooring surface was noted to be damaged, on the left side, next to the tub. An open area of approximately 9 inches exposed the cement sub floor with dirt accumulated around the edges. The flooring surface is also noted to have two cracks around the open area.

Black stain observed at the back of the tub bath and the rubber strip around the tub bath is detached and falling off. The tub chair was observed to be ripped on the edges.

On the left lower wall of the west wing tub room, at the baseboard level, a small hole is noted in the drywall with the rubber baseboard not fixed to the wall and hanging on the floor.

In the west wing tub room, on the right side of the bathroom door, a small hole is noted in the drywall with the rubber baseboard over it.

It is also noted that there are two un-patched holes below the towel bar.

The west shower room was noted to have protective covering applied to the lower wall. Flooring paint was applied but was noted to be chipping off in several small area, exposing the cement sub floor. One ceramic tile is missing at the edge of the entrance of the shower.



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soins de longue durée

The above observations were made over the course of this five day inspection and these represent a widespread failure of the maintenance program. Some of these observations constitute potential risk related to infection control and resident safety.
[s. 15. (2) (c)]

Additional Required Actions:

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

Issued on this 2nd day of August, 2013

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

A handwritten signature in black ink, appearing to read "Harker", written over a white rectangular background.



Ministry of Health and
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des Soins de longue durée

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

Ordre(s) de l'inspecteur
Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée*, L.O. 2007, chap. 8

**Health System Accountability and Performance Division
Performance Improvement and Compliance Branch**

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

Public Copy/Copie du public

Name of Inspector (ID #) /

Nom de l'inspecteur (No) : LINDA HARKINS (126)

Inspection No. /

No de l'inspection : 2013_225126_0011

Log No. /

Registre no: O-000381-13, O-000788-12

Type of Inspection /

Genre d'inspection: Complaint

Report Date(s) /

Date(s) du Rapport : Aug 2, 2013

Licensee /

Titulaire de permis : 1663432 ONTARIO LTD.
2212 GLADWIN CRESCENT, UNIT A-9, SUITE 200,
OTTAWA, ON, K1B-5N1

LTC Home /

Foyer de SLD : MANOIR MAROCHEL
949 MONTREAL ROAD, OTTAWA, ON, K1K-0S6

Name of Administrator /

Nom de l'administratrice

ou de l'administrateur : PIERRE BERNIER

To 1663432 ONTARIO LTD., you are hereby required to comply with the following order(s) by the date(s) set out below:



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

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

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de l'article 154 de la *Loi de 2007 sur les foyers
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Order # /

Ordre no : 001

Order Type /

Genre d'ordre : Compliance Orders, s. 153. (1) (a)

Pursuant to / Aux termes de :

LTCHA, 2007 S.O. 2007, c.8, s. 15. (2) Every licensee of a long-term care home shall ensure that,

- (a) the home, furnishings and equipment are kept clean and sanitary;
- (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and
- (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).

Order / Ordre :

The licensee shall ensure that the home, furnishings and equipments are maintained in a safe condition and state of good repair. The licensee must repair the following list of items in the west tub room as detailed in the grounds which support this Compliance Order:

- water damaged wall and peeling paint beside the tub bath
- the flooring
- the rubber strip around the tub bath
- the drywall and the baseboard.

Grounds / Motifs :

1. The licensee failed to comply with LTCHA, S.O. 2007, Ch 8, s. 15. (2) (c) in that the home, furnishing and equipment are not maintained in a safe condition and in a good state of repair.

The following observations were identified during February 2012, Resident Quality Inspection's (RQI) # 2012_036126_003. At that time, a Written Notification(WN) and a Voluntary Plan of Corrective Action (VPC) was issued. Interview held with the Administrator on July 5, 2013, who indicated that no VPC was developed. The Environmental Manager indicated that no remedial maintenance has been done in the west tub room since the RQI in 2012.

The west wing tub room was noted to have water damaged wall and peeling



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de soins de longue durée*, L.O. 2007, chap. 8

paint on the right side,next to the tub.

The flooring surface was noted to be damaged,on the left side, next to the tub. An open area of approximately 9 inches exposed the cement sub floor with dirt accumulated around the edges. The flooring surface is also noted to have two cracks around the open area.

Black stain observed at the back of the tub bath and the rubber strip around the tub bath is detached and falling off. The tub chair was observed to be ripped on the edges.

On the left lower wall of the west wing tub room, at the baseboard level, a small hole is noted in the drywall with the rubber baseboard not fixed to the wall and hanging on the floor.

In the west wing tub room, on the right side of the bathroom door, a small hole in is noted in the drywall with the rubber baseboard over it.

It is also noted that there are two un-patched holes below the towel bar.

The west shower room was noted to have protective covering applied to the lower wall. Flooring paint was applied but was noted to be chipping off in several small area, exposing the cement sub floor. One ceramic tile is missing at the edge of the entrance of the shower.

The above observations were made over the course of this five day inspection and these represent a widespread failure of the maintenance program. Some of these observations constitute potential risk related to infection control and resident safety. (126)

This order must be complied with by /

Vous devez vous conformer à cet ordre d'ici le : Aug 31, 2013



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Ordre(s) de l'inspecteur
Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée*, L.O. 2007, chap. 8

REVIEW/APPEAL 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 services for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
c/o Appeals Coordinator
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
1075 Bay Street, 11th Floor
TORONTO, ON
M5S-2B1
Fax: 416-327-7603



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Ordre(s) de l'inspecteur

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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 tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, within 28 days of being served with the notice of the Director's decision, give a written notice of appeal to both:

Health Services Appeal and Review Board and the Director

Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON M5S 2T5

Director
c/o Appeals Coordinator
Performance Improvement and Compliance
Branch
Ministry of Health and Long-Term Care
1075 Bay Street, 11th Floor
TORONTO, ON
M5S-2B1
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.



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RENSEIGNEMENTS SUR LE RÉEXAMEN/L'APPEL

PRENDRE AVIS

En vertu de l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis peut demander au directeur de réexaminer l'ordre ou les ordres qu'il a donné et d'en suspendre l'exécution.

La demande de réexamen doit être présentée par écrit et est signifiée au directeur dans les 28 jours qui suivent la signification de l'ordre au titulaire de permis.

La demande de réexamen doit contenir ce qui suit :

- a) les parties de l'ordre qui font l'objet de la demande de réexamen;
- b) les observations que le titulaire de permis souhaite que le directeur examine;
- c) l'adresse du titulaire de permis aux fins de signification.

La demande écrite est signifiée en personne ou envoyée par courrier recommandé ou par télécopieur au:

Directeur
a/s Coordinateur des appels
Direction de l'amélioration de la performance et de la conformité
Ministère de la Santé et des Soins de longue durée
1075, rue Bay, 11^e étage
Ontario, ON
M5S-2B1
Fax: 416-327-7603

Les demandes envoyées par courrier recommandé sont réputées avoir été signifiées le cinquième jour suivant l'envoi et, en cas de transmission par télécopieur, la signification est réputée faite le jour ouvrable suivant l'envoi. Si le titulaire de permis ne reçoit pas d'avis écrit de la décision du directeur dans les 28 jours suivant la signification de la demande de réexamen, l'ordre ou les ordres sont réputés confirmés par le directeur. Dans ce cas, le titulaire de permis est réputé avoir reçu une copie de la décision avant l'expiration du délai de 28 jours.



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de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée, L.O. 2007, chap. 8*

En vertu de l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis a le droit d'interjeter appel, auprès de la Commission d'appel et de révision des services de santé, de la décision rendue par le directeur au sujet d'une demande de réexamen d'un ordre ou d'ordres donnés par un inspecteur. La Commission est un tribunal indépendant du ministère. Il a été établi en vertu de la loi et il a pour mandat de trancher des litiges concernant les services de santé. Le titulaire de permis qui décide de demander une audience doit, dans les 28 jours qui suivent celui où lui a été signifié l'avis de décision du directeur, faire parvenir un avis d'appel écrit aux deux endroits suivants :

À l'attention du registraire
Commission d'appel et de révision
des services de santé
151, rue Bloor Ouest, 9e étage
Toronto (Ontario) M5S 2T5

Directeur
a/s Coordinateur des appels
Direction de l'amélioration de la performance et de la
conformité
Ministère de la Santé et des Soins de longue durée
1075, rue Bay, 11e étage
Ontario, ON
M5S-2B1
Fax: 416-327-7603

La Commission accusera réception des avis d'appel et transmettra des instructions sur la façon de procéder pour interjeter appel. Les titulaires de permis peuvent se renseigner sur la Commission d'appel et de révision des services de santé en consultant son site Web, au www.hsarb.on.ca.

Issued on this 2nd day of August, 2013

**Signature of Inspector /
Signature de l'inspecteur :**

Name of Inspector /

Nom de l'inspecteur : LINDA HARKINS

Service Area Office /

Bureau régional de services : Ottawa Service Area Office