Ministry of Health and Long-Term Care

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

55 St. Clair Avenue West, 8th Floor
Toronto ON M4V 2Y7

Telephone: 416-325-9297
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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
Bureau régional de services de Toronto

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Ontario

FEB 2 4 2011

Ms. Karie Warnar
Administrator
Mill Creek Care Centre
286 Hurst Drive
Barrie ON L4N OZ3

Dear Ms. Warnar:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on **January 31; February 1, 2011** 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,

for Tiina Tralman
LTC Homes Inspector

for Nancy Bailey
LTC Homes Inspector

for Cathy Palmer
LTC Homes Inspector

Ontario

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

Rapport d'inspection prévue 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	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
January 31 and February 1, 2011	2011_152_2981_01Feb093237 2011_174_2981_01Feb093152	PostOccupancy

Licensee/Titulaire
Mill Creek Care Centre
286 Hurst Drive
Barrie ON L4N OZ3

Long-Term Care Home/Foyer de soins de longue durée
Mill Creek Care Centre
286 Hurst Drive
Barrie ON L4N OZ3

Name of Inspector(s)/Nom de l'inspecteur(s)
Catherine Palmer (152), Nancy Bailey (174), Tiina Tralman (162)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a post-occupancy inspection.

During the course of the inspection, the inspectors spoke with administrator, social worker, nurse managers, registered staff, personal support workers, nutrition manager, dietary aides, housekeeping staff, residents, and family members.

During the course of the inspection, the inspectors reviewed residents' health care records, policies and procedures, the home's admissions process,

The following Inspection Protocols were used in part or in whole during this inspection:
Admission Process
Food Quality
Personal Support Services
Medication Inspection Protocol

☒ Findings of Non-Compliance were found during this inspection. The following action was taken:

3 WN

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

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

NON- COMPLIANCE / (Non-respectés)

Definitions/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. 78(2)(d),(g),(m),(q) The package of information shall include, at a minimum, (d) an explanation of the duty under section 24 to make mandatory reports; (g) notification of the long-term care home's policy to minimize the restraining of residents and how a copy of the policy can be obtained; (m) a statement that residents are not required to purchase care, services, programs or goods from the licensee and may purchase such things from other providers, subject to any restrictions by the licensee, under the regulations, with respect to the supply of drugs; (q) the package of information shall include, at a minimum, an explanation of the protections afforded by section 26.

Findings:

An interview was conducted with the home's social worker on January 31, 2011 related to the home's admission package. The following findings were identified during the interview and upon review of the home's admission package:

1. The admission package did not include an explanation of duty under section 24 to make mandatory reports.
2. The admission package did not include instructions on how to obtain a copy of the policy on minimizing restraining.
3. The admission package did not include a statement to indicate that residents are not required to purchase care, services, programs, or goods from the licensee.
4. The admission package did not include an explanation of whistle-blowing protections related to retaliation.

On February 1, 2011, the social service coordinator demonstrated to inspector (ID #152) that the information identified in the above findings had been incorporated into the home's admission package. The revision was made following the January 31, 2011 interview with Long Term Care Homes Inspector.

Inspector ID #:	152

WN #2: The Licensee has failed to comply with O. Reg. 79/10 s. 224 (1) 3 For the purposes of clause 78 (2) (r) of the Act, every licensee of a long-term care home shall ensure that the package of information provided for in section 78 of the Act includes information about the following: The obligation of the resident to pay accommodation charges during a medical, psychiatric, vacation or casual absence as set out in section 258 of this Regulation.

Findings:

1. The admission package did not include information related to the resident's obligation to pay accommodation charges during a medical, psychiatric, vacation, or casual leave of absence from the home.

On February 1, 2011, the social service coordinator demonstrated to inspector (ID #152) that the information identified in the above finding had been incorporated into the home's admission package. The revision was made following the January 31, 2011 interview with Long Term Care Homes Inspector.

Inspector ID #:	152

WN #3: The Licensee has failed to comply with Ontario Reg 79, s131(2)
The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber.

Findings:

A family member identified a concern to the inspector regarding medication administration She stated that the medication is often late. Upon further inspection, the following findings were identified.

1. At observed care, several of the residents on an identified home area received their required medications late.

Inspector ID #:	174

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. J Palmer /c Nancy Barty J Palmer Cathy Palmer
Title: Date:	Date of Report: (if different from date(s) of inspection). February 4, 2011