



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

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

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

Division de la responsabilisation et de la performance du
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Date of Inspection/Date de l'inspection 14 October 2010	Inspection No/ d'inspection 2010_127_2124_14Oct115134	Type of Inspection/Genre d'inspection Complaint (H-02064)
Licensee/Titulaire The Royal Crest Lifecare Group Inc. c/o Ernst and Young Inc., 222 Bay Street, TD Centre P.O. Box 251, Toronto ON M5K 1J7		
Long-Term Care Home/Foyer de soins de longue durée Mississauga Lifecare Centre, 55 The Queensway West, Mississauga ON L5B 1B5		
Name of Inspector(s)/Nom de l'inspecteur(s) Richard Hayden, Long Term Care Homes Inspector – Environmental Health #127		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a complaint inspection relating to call bells and resident care. During the course of the inspection, the inspector spoke with the Assistant Administrator, Director of Care, Evening RN Supervisor and a technician from Nutech Fire Protection Co. Ltd. During the course of the inspection, the inspector checked the operation of call bells on the 3rd floor, reviewed the plan of care for one resident and took copies of Nutech's service order and the home's attendance sheet for an in-service provided on 12 October 2010. The following Inspection Protocols were used during this inspection: • Safe and Secure Environment • Continence Care and Bowel Management ☒ Findings of Non-Compliance were found during this inspection. The following action was taken: 1 WN		

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avvis 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'exigences prevue le paragraph 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 prevue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with O. Reg. 79/10, s. 51(2)(g):
Every licensee of a long-term care home shall ensure that, residents who require continence care products have sufficient changes to remain clean, dry and comfortable;

Findings:

A resident was not provided care to change a soiled brief for 1 hour following the initial call for assistance. Four of five personal service workers on shift attended an in-service and three Registered staff remained on the floor with this PSW. Care was not provided to the resident until the full complement of staff returned to the floor.

Inspector ID #: 127

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

Title:

Date:

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