Ministry of Health and Long-Term Care

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

347 Preston St., 4th Floor
Ottawa ON K1S 3J4
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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 Ottawa

347, rue Preston, 4iém étage
Ottawa ON K1S 3J4
Téléphone: 613-569-5602
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November 17, 2010

Mr. Greg Fougere
Administrator
Perley & Rideau Veteran's H.C.
1750 Russell Road
Ottawa ON K1G 5Z6

Dear Mr. Fougere:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on September 1 and 2, 2010 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 Ottawa Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

Lyne Duchesne
LTC Home Inspector – Nurse

c President, Resident's Council
President, Family Council

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** X **Public Copy/Copie Public**

Date(s) of inspection/Date de l'inspection	**Inspection No/ d'inspection**	**Type of Inspection/Genre d'inspection**
September 1 2010	2010_188_8595_01Sept113417	Other (Critical Incident) Log # 0-000049

Licensee/Titulaire

The Perley and Rideau Veterans' Health Centre
1750 Russell Road
Ottawa ON
K1G 5Z6
Fax: (613) 526-7172

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

The Perley and Rideau Veterans' Health Centre
1750 Russell Road
Ottawa ON
K1G 5Z6
Fax: (613) 526-7172

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

Lyne Duchesne LTCI # 117

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a critical incident inspection related to care and services provided to two identified residents.

During the course of the inspection, the inspector spoke with the Rideau building program manager; the home's RAI MDS coordinator; to two Rideau building registered nurses and a registered practical nurse; to four health care aids working in the Rideau building; to a unit clerk; to an attending physician and to three identified residents

During the course of the inspection, the inspector reviewed the health care records of two identified residents involved in the reported critical incident, observed a lunchtime meal service and the seating arrangements in two dining rooms in the Rideau building on September 1 2010.

The following Inspection Protocols were used during this inspection:

- Responsive Behaviours Inspection Protocols
- Ad Hoc Notes

1 Finding of Non-Compliance was found during this inspection. The following action was taken:

1 WN

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 O.Reg. 79/10, Section 129 (1) (a) (b) Every licensee of a long-term care home shall ensure that,

a) drugs are stored in an area or a medication cart,
   i) that is used exclusively for drugs and drug related supplies,
   ii) that is secure and locked,
   iii) that protects the drugs from heat, light, humidity or other environmental conditions in order to maintain efficacy, and
   iv) that complies with manufacturer's instructions for the storage of the drugs; and
b) controlled substances are stored in a separate, double-locked stationary cupboard in the locked areas or stored in a separate locked area within the locked medication cart.

Findings:

1. **On September 1 2010, at 12:25, a medication cart was left unattended outside a Rideau building unit dining room.**
2. **The medication cart was noted to be unlocked.**
3. **Two residents were observed to be examining the top of the unlocked medication cart where eight unsecured medication packs were left.**

Inspector ID #:	Lyne Duchesne # 117

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). September 27, 2010