



**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**

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☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection September 21, 22, 2010	Inspection No/ d'inspection 2010-144-1149-21Sept104231	Type of Inspection/Genre d'inspection Complaint L-00895
Licensee/Titulaire Richmond Terrace Limited, 284 Central Avenue, London, ON N6B 2C8		
Long-Term Care Home/Foyer de soins de longue durée Richmond Terrace, 89 Rankin Avenue, Amhurstburg, ON N9V 1E7		
Name of Inspector(s)/Nom de l'inspecteur(s) Carolee Milliner (#144)		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a complaint inspection related to the provision of resident care & services. During the course of the inspection, the inspector spoke with: the Administrator, two RN Nurse Managers, one RPN & the Food Service Supervisor. During the course of the inspection, the inspector reviewed one resident clinical record & the home policy related to restraints. The following Inspection Protocols were used in part or in whole during this inspection: Continence Care Personal Support Services 1 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/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'exigences 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, s.110(7)(3).

Every licensee shall ensure that every use of a physical device to restrain a resident under section 31 of the Act is documented and, without limiting the generality of this requirement, the licensee shall ensure that the following are documented: The person who made the order, what device was ordered, and any instructions relating to the order.

Findings:

1. Use of a physical restraint was continued for one identified resident in the absence of a physician's order.

Inspector ID #: #144

**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).
October 4, 2010