



**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  
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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 |
|--------------------------------------------|-----------------------------|---------------------------------------|
| September 22, 2010                         | 2010-144-1149-22Sept125855  | Complaint L-01025                     |

**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.

During the course of the inspection, the inspector spoke with: the Administrator & two Charge Nurses.

During the course of the inspection, the inspector reviewed one resident clinical record & the home Catheter Care Procedure.

The following Inspection Protocols were used in part or in whole during this inspection:  
Infection Control.

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 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 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.24(8).

The licensee shall ensure that the provision and outcomes of the care set out in the care plan are documented.

**Findings:**

1. The provision & outcomes of care related to catheter tubing & bag changes for one resident are not documented in the care plan from the date of admission to the date of discharge from the home.

**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 6, 2010