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*

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

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

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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'Inspection
August 23, 2010	2010-115-2939-23Aug134806	Complaint L00403

Licensee/Titulaire
Chartwell Master Care LP
100 Milverton Drive
Suite 700
Mississauga, ON
L5R 4H1

Long-Term Care Home/Foyer de soins de longue durée
Royal Oak Long Term Care Centre
1750 Division Road North
Kingsville, ON
N9Y 4G7

Name of Inspector(s)/Nom de l'inspecteur(s)
Terri Daly #115

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection.

During the course of the inspection, the inspector(s) spoke with: Administrator, Directors of Care, and 1 RPN.

During the course of the inspection, the inspector(s): reviewed resident's clinical records, medication incident reports and education/in-service records.

The following Inspection Protocols were used in part or in whole during this inspection:
Dignity, Choice and Privacy Inspection Protocol

☒ There are no findings of Non-Compliance as a result of this inspection.

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. Qerri Daly
Title: **Date:**	**Date of Report:** (if different from date(s) of inspection). September 23, 2010