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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Inspection Report under the LTC Homes Act, 2007 X Public Copy Licensee Copy	**Rapport d'inspection prevue de le Loi de 2007 les foyers de soins de longue durée** Copie du Titulaire x Copie de la Publique	
Date(s) of inspection/Date de l'inspection August 3 -5, 2010	**Inspection No/ d'inspection** 2010_106_7075_03Aug120936	**Type of Inspection/Genre d'insptection** Complaint/Manditory Report
Licensee/Titulaire Revera Long Term Care INC		
Long-Term Care Home/Foyer de soins de longue durée Thunder Bay Interim Long Term Care Centre		
Name of Inspector(s)/Nom de l'inspecteur(s) Margot Burns-Prouty (ID# 106)		

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a/an Complaint/Mandatory Reprot inspection

The inspection was conducted by Margot Burns-Prouty.

The inspection occurred on August 3-5, 2010.

During the course of the inspection, the inspector(s) spoke with:
Administrator, Director of Care and Services, ADOC, Registered Nurse, Registered Practical Nurses, and Personal Support Workers.

The following Inspection Protocols were used in part or in whole during this inspection:
-Infection Prevention and Control
-Falls Prevention
-Responsive Behaviours

Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance.

7 Findings of Non-Compliance were found during this inspection. The following action was taken:
7 WN
2 VPC
0 Co: CO#

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'ecrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue dureé.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue dureé* 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.

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Plan of correction/Plan de redressement
DR – Director Referral/Régisseur envoye
CO – Compliance Order/Ordres de conformité
WAO – Work and Acitvity Order/Ordres: travaux et activitiés

WN#1: The Licensee has failed to comply with: **LTCHA, 2007, S.O. 2007, C. 8, S 6 (7)**:
The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

Findings: This was found not to be in compliance as care set out in the plan of care was not provided as specified in the plan.

1. The written plan of care for resident states, "resident to keep away from other residents". Resident was observed to be in close contact with other residents numerous times over the course of this inspection.

Inspector ID#: 106
Required Compliance Date: August 13, 2010

WN#2: The Licensee has failed to comply with: **LTCHA, 2007, S.O. 2007, C. 8, S 6 (8)**:
The licensee shall ensure that the staff and others who provide direct care to a resident are kept aware of the contents of the resident's plan of care and have convenient and immediate access to it. 2007, c. 8, s. 6 (8).

Findings: This was found not to be in compliance as staff and others who provide direct care to a resident are not kept aware of the contents of the resident's plan of care and do not have convenient and immediate access to it.

1. The written plan of care that is accessible to unregistered direct care staff for 2 residents did not contain all the same information and care interventions that were in the computerized plan of care.

Inspector ID#: 106
Required Compliance Date: August 13, 2010

WN#3: The Licensee has failed to comply with: **O. REG. 79/10, S. 53 (1) 1**:
Every licensee of a long-term care home shall ensure that the following are developed to meet the needs of residents with responsive behaviours: Written approaches to care, including screening protocols, assessment, reassessment and identification of behavioural triggers that may result in responsive behaviours, whether

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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'ecrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue dureé.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue dureé* 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.

cognitive, physical, emotional, social, environmental or other.

Findings: This was found not to be in compliance. The licensee of the long-term care home did not ensure that written approaches to care regarding assessment, reassessment and identification of behavioural triggers that may result in responsive behaviours in the resident were developed.

1. The written approaches to care do not meet the needs of a resident with responsive behaviours. This resident has been involved in incidents where he has been physically or verbally abusive / aggressive to / or regarding other residents in the time period between May 14, 2010 and July 24, 2010. There are no identified triggers regarding this in the written plan of care.

2. The written approaches to care do not meet the needs of a resident with responsive behaviours. Documented and verbal reports from staff members indicate that this resident has exhibited responsive behaviours regarding sharing common areas with other residents. This resident also had two physical altercations in the month of July, 2010 with the same co-resident. The written approaches to care do not include identification of these behavioural triggers.

VPC- Pursuant to LTCHA, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance with O. REG, 79/10, S. 53 (1) 1 in respect of written notification 3. This is to be implemented voluntarily.

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Required Compliance Date: August 13, 2010

WN#4: The Licensee has failed to comply with: **O. REG. 79/10, S. 53 (1) 2**:
Every licensee of a long-term care home shall ensure that the following are developed to meet the needs of residents with responsive behaviours: Written strategies, including techniques and interventions, to prevent, minimize or respond to the responsive behaviours.

Findings: This was found not to be in compliance. The Licensee of the long-term care home did not ensure that written strategies to prevent minimize or respond to the resident's responsive behaviours were developed.

1. There are not any written strategies developed for a resident to respond to their responsive behaviours regarding aggression towards other residents.

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WN#5: The Licensee has failed to comply with: **O. REG. 79/10, S. 53 (4) (a)** :
The licensee shall ensure that, for each resident demonstrating responsive behaviours, the behavioural triggers for the resident are identified, where possible;

Findings: This was found not to be in compliance as the behavioural triggers for these residents were not

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Le suivant constituer un avis d'ecrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue dureé.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue dureé* 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.

identified.

1. A resident is documented in progress notes as exhibiting responsive behaviours on more than one occasion. There are not any identified triggers or responses to this behaviour in their plan of care.
2. Plan of care for a resident does not identify the behavioural triggers, between May 14, 2010 and July 24, 2010 it is documented in progress notes that this resident had 6 incidents where they exhibited aggressive or abusive behaviour towards co-residents,

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WN#6: The Licensee has failed to comply with: **O. REG. 79/10, S. 54 (b):**
Every licensee of a long-term care home shall ensure that steps are taken to minimize the risk of altercations and potentially harmful interactions between and among residents, including, identifying and implementing interventions.

Findings: This was found not to be in compliance as steps have not been taken to minimize the risk of altercations and potential harmful interactions between and among residents, including, identifying and implementing interventions.

1. A resident has a documented history of being aggressive/abusive towards other residents yet triggers and risk of responsive behaviours are not identified and there are not any interventions in place to minimize the risk of altercations.

VPC- Pursuant to LTCHA, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance with O. REG, 79/10, S. 54 (b) in respect of written notification 6. This is to be implemented voluntarily.

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WN#7: The Licensee has failed to comply with: **O. REG. 79/10, S. 229 (2) (d)**:
The licensee shall ensure, that the program is evaluated and updated at least annually in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices;

Findings: This is found not to be in compliance.

1. A resident who has tested positive for an infectious disease is sharing a room with a resident who is at increased risk. This is not in accordance with evidence-based practices.

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Required Compliance Date: August 13, 2010

WN#8: The Licensee has failed to comply with:

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'ecrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue dureé.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue dureé* 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.

Findings:

2.

Inspector ID#:

Required Compliance Date:

WN#9: The Licensee has failed to comply with:

Findings:

3.

Inspector ID#:

Required Compliance Date:

CORRECTED NON-COMPLIANCE Non-respectés à Corrigé			
REQUIREMENT EXIGENCE	**ORDER ORDRE**		**INSPECTOR ID #**
O 3.2		Work routines that include cleaning frequencies and schedules of cleaning shall be established and followed	106
M 1.19		Supplies and equipment shall be provided and shall be readily available for use to support safe and effective care and services to residents.	106
M 3.26		Specific policies relating to infection control and outbreak control shall be developed for each department and all personnel shall be instructed and supervised in implementing the policies.	106

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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Le suivant constituer un avis d'ecrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue dureé.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue dureé* 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.

Signature of Licensee of Designated Representative
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).
August 10, 2010
Verbal Report given to home August 6, 2010