

**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 conformitéLondon Service Area Office
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491, rue King, 4^{ième} étage
London ON N6B 1R8Téléphone: 519-675-7680
Télécopieur: 519-675-7685**Inspection Report under the LTC Homes Act, 2007**

- ☒ Public Copy
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Rapport d'inspection prévue de la Loi de 2007 les foyers de soins de longue durée

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Date(s) of inspection/Date de l'inspection

August 4, 2010

**Inspection No/
d'inspection**

2010_128_1064_

Type of Inspection/Genre d'inspection

Other

Licensee/Titulaire

Diversicare Canada Management Services Co., Inc.,
2121 Argentia Road
Suite 301
Mississauga, ON L5N 2X4

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

Tilbury Manor Nursing Home,
16 Fort Street, P.O. Box 160
Tilbury, ON N0P 2L0

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

Ruth Hildebrand (ID # 128) , Bonnie MacDonald (ID # 135)

Inspection Summary/Sommaire d'inspection

The following issues were identified while conducting a review related to Critical Incident # L-00308.
The issues identified were unrelated to the Inspection Protocol being utilized during the review.

The inspection was conducted by the two (2) inspectors identified above.

The inspection occurred on August 4, 2010 with both inspectors being present on that day.

During the course of the inspection, the inspectors spoke with members of the management team, including the Administrator and Director of Resident Care; Registered Nursing staff and dietary aides.

Findings of Non-Compliance were found during this inspection. The following action was taken:

2 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'écrit de l'exigences prévue le paragraphe 1 de section 152 de la Loi de 2007 des foyers de soins de longue durée.

Non-respect avec les exigences sur la Loi de 2007 des foyers de soins de longue durée à trouvé. (Une exigence dans la 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.

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

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

WN#1: The Licensee has failed to comply with: O. Reg. 79/10, s 71(3)(c)
The licensee shall ensure that each resident is offered a minimum of, a snack in the afternoon and evening.

Findings:

1. Three residents were not offered an H.S. snack on August 4, 2010.

Further Inspector Actions:

VPC- pursuant 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 to be implemented voluntarily.

Inspector ID#: 135

Required Compliance Date for WN – Immediate

Required Compliance Date for VPC – August 27, 2010

WN#2: The Licensee has failed to comply with: O. Reg. 79/10, s 24(6)
The licensee shall ensure that the care set out in the care plan is provided to the resident as specified in the plan.

Findings:

1. The physician's orders in the plan of care for a resident indicates that the resident is to receive Jevity 1.0 (tube feeding) 51 millilitres per hour with water flush of 55 millilitres every 6 hours. The home is providing Isosource HN and is flushing with water three times daily.

Further Inspector Actions:

VPC- pursuant 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 to be implemented voluntarily.

Inspector ID#: 128

Required Compliance Date for WN – Immediate

Required Compliance Date for VPC – August 20, 2010



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.

Signature of Licensee or 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.

Ruth Hildebrand Bonnie MacDonald

Title:

Date:

Date of Report (if different from date(s) of inspection).
September 9, 2010