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
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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**
November 4, 2010	2010_146_2739_03Nov182341	Complaint H-01972

Licensee/Titulaire
MNC Lifecare Group, c/o Ernst and Young Inc., 222 Bay Street, TD Centre, PO Box 251, Toronto, ON., M5K 1J7

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

Townsview Lifecare Centre, 39 Mary Street, Hamilton, ON., L8R 3L8

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

Barbara Naykalyk-Hunt, #146

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to resident/family involvement in the plan of care.

During the course of the inspection, the inspector spoke with: the Administrator, the Director of Care, the dietitian and 2 residents.

During the course of the inspection, the inspector: reviewed an identified resident's health file and met with the resident in the room.

The following Inspection Protocols were used during this inspection: Dignity, Choice and Privacy

☒ 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'exigence 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 the LTCHA, 2007, S.O. 2007, c.8, s. 6(5)

The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate fully in the development and implementation of the resident's plan of care.

Findings:

1. The Substitute Decision Maker (SDM) approached staff nurses with a concern about a resident's symptom on 3 occasions in August 2010 and September 2010 specifically requesting a physician's assessment on the third occasion. There is no indication in the file that the resident was seen by a physician at that time as the SDM requested. The resident was not seen by a physician until 10 days after the SDM raised the concern and 5 days after the specific request for a physician's assessment. In September 2010 an x-ray was ordered showing that the resident had an infection requiring treatment.

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.** Barbara Daylaylk-Hurst Dec 16/10
Title: **Date:**	**Date of Report:** (if different from date(s) of inspection).