



**Ministry of Health and
Long-Term Care**

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Ministère de la Santé et des
Soins de longue durée**

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

**Division de la responsabilisation et de la
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Direction de l'amélioration de la
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Nov 18, 2013	2013_183135_0067	L-000797-13	Complaint

Licensee/Titulaire de permis

S & R NURSING HOMES LTD.

265 NORTH FRONT STREET, SUITE 200, SARNIA, ON, N7T-7X1

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

TRILLIUM VILLA NURSING HOME

1221 MICHIGAN AVENUE, SARNIA, ON, N7S-3Y3

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

BONNIE MACDONALD (135)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): November 14, 2013.

During the course of the inspection, the inspector(s) spoke with Manager of Resident Care, Environmental Manager, Manager Food Services and Resident.

During the course of the inspection, the inspector(s) reviewed the home's building and maintenance services and contracts, toured the home facilities and interviewed staff and residents.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Housekeeping

Accommodation Services - Maintenance



Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités
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 non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services



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Specifically failed to comply with the following:

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
(a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8,
s. 15 (2).
(b) each resident's linen and personal clothing is collected, sorted, cleaned and
delivered; and 2007, c. 8, s. 15 (2).
(c) the home, furnishings and equipment are maintained in a safe condition and
in a good state of repair. 2007, c. 8, s. 15 (2).
-

Findings/Faits saillants :



1. The licensee failed to ensure that the home's furnishings and equipment are kept clean and sanitary when the following was observed during a "walkabout" tour November 14, 2013, with the Environmental and Food Services Managers:

Front Room #A-floor behind chest of drawers noted dust, dirt and dead ants.

Sunset Tub Room-dirt on floor possible food waste and ants noted in the same area of the tub room.

Front and Skylight Dining rooms had numerous chairs and table legs heavily soiled with dried on food/fluid like waste.

Front Dining room louvered doors leading to kitchen had dust hanging on louvers and there was dirt built up around door entrance.

During an interview the Environmental and Food Services Managers confirmed their expectations that the home's furnishings and equipment are kept clean and sanitary. [s. 15. (2) (a)]

2. The licensee failed to ensure that the home's furnishings and equipment are maintained in a safe condition and in a good state of repair when the following was observed during a "walkabout" tour November 14, 2013, with the Environmental Manager:

Front Room # A-baseboards coming off perimeter of walls

Front Room #B-window sill has large gap between window and window frame

Sunrise Room #C-arborite falling off window ledge and numerous electrical cords laying on the floor by TV stand.

Front Dining Room-walls under windows and main kitchen doors badly chipped/scraped and in need of painting.

Sunrise Room #D-baseboards coming off perimeter of walls

Sunset Tub Room-numerous items lying on the floor i.e. high rise toilet seat, large jug hair cream rinse and acrylic tray.

During an interview the Environmental Manager confirmed her expectation that home's furnishings and equipment are maintained in a safe condition and in a good state of repair. [s. 15. (2) (c)]



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Additional Required Actions:

VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance ensuring that the home's furnishings and equipment are kept clean, sanitary and are maintained in a safe condition and in a good state of repair, to be implemented voluntarily.

Issued on this 18th day of November, 2013

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

Bonnie MacDonald