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
January 11, 12, 2011	2011_146_2737_11Jan104006	Complaint H-03076

Licensee/Titulaire

955464 Ontario Limited, 3700 Billings Court, Burlington, ON., L7N 3N6

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

Valley Park Lodge, 6400 Valley Way, Niagara Falls, ON., L2E 7E3

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.

During the course of the inspection, the inspector spoke with: the Administrator, the Director of Care, 2 registered staff, 3 Personal Support Workers and an identified resident.

During the course of the inspection, the inspector: visited the room of and reviewed the health file of an identified resident.

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:

2 WN
1 VPC

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: LTCHA, 2007, S.O. 2007, c.8, s3(1)

3(1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:
8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.

Findings:

1. The resident's vertical blinds covering a window (with a multi-storey building within meters) have had slats missing since the resident's admission to the home in spring of 2010. The window is beside the bed where the resident receives personal care. The resident states that he/she is provided personal care in front of uncovered window.
2. The resident has complained about the broken blinds on several occasions since admission to the home. The resident states that the blinds were fixed a few days ago on or about January 5, 2011.
3. The resident states that the privacy curtain around the bed is never used by staff.

WN #2: The Licensee has failed to comply with: O.Reg. 79/10, s.34(1)
34(1) Every licensee of a long-term care home shall ensure that each resident of the home receives oral care to maintain the integrity of the oral tissue that includes,
(a) mouth care in the morning and evening, including the cleaning of dentures;

Findings:

1. According to the resident care plan intervention, mouth care/teeth/denture cleaning is done once per day with staff assisting. The resident confirms that staff assist with mouth care in the morning, only once per day.
2. A staff nurse confirmed the daily dental/mouth care is a standard intervention on all resident care plans in the home rather than twice daily.

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 in providing mouth and teeth care to all residents in both the morning and evening, to be implemented voluntarily.

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 Daybutch-Hall Jan 31/11
Title: **Date:**	**Date of Report:** (if different from date(s) of inspection).