

**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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Inspection Report under the LTC Homes Act, 2007		Rapport d'inspection prévue de la Loi de 2007 les foyers de soins de longue durée	
☒ Public Copy ☐ Licensee Copy		☐ Copie du Titulaire ☐ Copie de la Publique	
Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection	
August 11, 2010	2010-121-2690- 12Aug102134	Follow-up to Complaint Investigation L10187	
Licensee/Titulaire			
Revera Long Term Care Inc. 55 Standish Court, 8 th Floor, Mississauga, ON L5R 4B2			
Long-Term Care Home/Foyer de soins de longue durée			
Maple View 1029-4 th Avenue West, Owen Sound, ON N4K 4W1			
Name of Inspector(s)/Nom de l'inspecteur(s)			
Elizabeth Elvidge (#121)			
Inspection Summary/Sommaire d'inspection			
The purpose of this inspection was to conduct a follow-up to a Complaint inspection The inspection was conducted by one inspector identified above. The inspection occurred on August 11, 2010 with one inspector being present on one day. During the course of the inspection, the inspector spoke with: The Administrator, the Office Manager and the Charge Nurse. The following Inspection Protocols were used in part or in whole during this inspection: Dining Observation Dignity, Choice and Privacy Recreation and Social Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance. Findings of Non-Compliance were found during this inspection. The following action was taken: 1 WN 0 VPC 1 CO: CO #1			

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 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.

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

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

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:

1. One (1) resident did not have care set out in the plan of care related to recreation and social activities. This resident had one (1) sensory stimulation activity from August 1-10/10.
2. Resident #2 - had sensory stimulation once from August 1-10/10 whereas the plan of care says the resident is interested in music, tapes, 1:1 visits, special events, small group activities like ball ring toss and fluff and fold, sensory stimulation, gender club and outdoor strolls.
3. Resident #3 - had sensory stimulation once and church attendance once from August 1-10/10 whereas the plan of care says the resident enjoys large group activities,, sing-a-longs, parties, intergenerational programs, walks, hand massages and baking.
4. Activity Director is the staff for this department. Currently on vacation from August 9 - 20/10. No replacement at time of visit.

Further Inspector Actions:

CO #1 – pursuant LTCHA 2007, c. 8, s. 153 (1) (a) CO #1 will be served on the licensee

Inspector ID#: 121

Required Compliance Date for WN: Immediate

Required Compliance Date for CO: 30 days

CORRECTED NON-COMPLIANCE Non-respectés à Corrigé

REQUIREMENT EXIGENCE	ORDER ORDRE		INSPECTOR ID #
O. Reg. 79/10, s. 33 (1)	WN/VPC	Now in compliance	121
O.Reg. 79/10, s. 73 (2) (b)	WN/VPC	Now in compliance	121

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

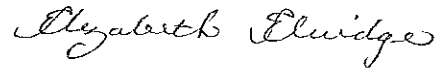
Non-compliance with requirements under the *Long-Term Care Homes Act, 2007* (LTCHA) was found. (A requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA.)

Le suivant constituer un avis d'écrit de l'exigences prévue le paragraphe 1 de section 152 de 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.



Title:

Date:

Date of Report (if different from date(s) of inspection).

August 23/10

Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c.8

Name of Inspector:	Elizabeth Elvidge	Inspector ID #	121
Inspection Report #:	2010-121-2690-12Aug102134		
Type of Inspection:	Follow-up to a Complaint Inspection		
Licensee:	Revera Long Term Care Inc 55 Standish Court, 8 th floor, Mississauga, ON L5R 4B2.		
LTC Home:	Maple View 1029 – 4 th Avenue west, Owen Sound, ON N4K 6B1		
Name of Administrator:	Ms. Joanné Porter		

To Revera Long Term Care Inc., you are hereby required to comply with the following order by the date set out below:

Order #:	#1	Order Type:	Compliance Order, Section 153 (1)(b)
Pursuant to: LTCHA, 2007, c. 8, s. 135 (1) (b) An inspector or the Director may order a licensee to, prepare, submit and implement a plan for achieving compliance with a requirement under this Act. 2007, c. 8, s. 153 (1)			
Order: Pursuant to LTCHA, 2007, c. 8, s. 6 (7), the licensee shall prepare, submit and implement a plan for achieving compliance with section 6 (7). The plan shall be submitted to the attention of the Duty Inspector at the LSAO, 291 King St., 4 th floor, London, ON N6B 1R8 or fax 1-519-675-7685			
Grounds: - One (1) resident did not have care set out in the plan of care related to recreation and social activities. This resident had one (1) sensory stimulation activity from August 1-10/10. - Resident #2 - had sensory stimulation once from August 1-10/10 whereas the plan of care says the resident is interested in music, tapes, 1:1 visits, special events, small group activities like ball ring toss and fluff and fold, sensory stimulation, gender club and outdoor strolls. - Resident #3 - had sensory stimulation once and church attendance once from August 1-10/10 whereas the plan of care says the resident enjoys large group activities,, sing-a-longs, parties, intergenerational programs, walks, hand massages and baking. - Activity Director is the staff for this department. Currently on vacation from August 9 - 20/10. No replacement at time of visit.			



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Direction de l'amélioration de la performance et de la conformité

This order must be complied with by:	September 23, 2010
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REVIEW/APEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Ave. West
Suite 800, 8th floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the
Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON
M5S 2T5

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
55 St. Claire Avenue, West
Suite 800, 8th Floor
Toronto, ON M4V 2Y2

Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website www.hsarb.on.ca.



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Direction de l'amélioration de la performance et de la conformité

Issued on this 18th day of August, 2010.	
Signature of Inspector:	<i>Elizabeth Elvidge</i>
Name of Inspector:	Elizabeth Elvidge
Service Area Office:	LSAO