



**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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Dec 27, 2012	2012_189120_0017	H-002125- 12/H-002188 -12	Complaint

Licensee/Titulaire de permis

VILLA FORUM
175 FORUM DRIVE, MISSISSAUGA, ON, L4Z-4E5

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

VILLA FORUM
175 FORUM DRIVE, MISSISSAUGA, ON, L4Z-4E5

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

BERNADETTE SUSNIK (120)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): December 13, 2012

During the course of the inspection, the inspector(s) spoke with the administrator, environmental services supervisor, Chartwell environmental services consultant and residents.

During the course of the inspection, the inspector(s) toured all four floors, visited resident bedrooms, washrooms, common areas and dining rooms and reviewed available policies and procedures.

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



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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.)

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

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 O.Reg 79/10, s. 90. Maintenance services

Specifically failed to comply with the following:

s. 90. (1) As part of the organized program of maintenance services under clause 15 (1) (c) of the Act, every licensee of a long-term care home shall ensure that,
(b) there are schedules and procedures in place for routine, preventive and remedial maintenance. O. Reg. 79/10, s. 90 (1).

Findings/Faits saillants :



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[O. Reg. 79/10, s. 90(1)(b)] As part of the organized program of maintenance services under clause 15 (1) (c) of the Act, the licensee of a long-term care home has not ensured that,

(b) there are schedules and procedures in place for routine, preventive and remedial maintenance.

1. The home does not have schedules and procedures in place for the routine care and maintenance of the exhaust fans in resident's washrooms. Maintenance would include but is not limited to ensuring that the fan and its housing are free of dirt and dust (which may restrict air movement out of a room, cause noisy motors or cause failure), and ensuring that the fan is performing to manufacturer's specifications (sound rating/exhaust rate). Exhaust fans were vibrating heavily and were very noisy but not limited to a number of identified rooms. A test could not be performed to determine if the fans were adequately exhausting at the time of inspection. During a previous inspection conducted on November 24 & 26, 2010, the home was issued a written notification for non-compliance with respect to the same issue.

2. The home does not have schedules and procedures in place to ensure that dryers located in the lounge rooms in each home area are routinely cleaned and maintained. Dryers on all floors except for the 1st floor, used by residents and families had a build-up of lint behind the lint basket, inside of the dryer. The lint basket in the Roma lounge dryer was extremely clogged and was reported to staff immediately. On the 3rd floor, the exhaust grille exiting onto the 3rd floor balcony was clogged with lint from the dryer in that home area. The home has a procedure in their housekeeping services procedure guide that directs staff to "clean dryers weekly or monthly as per Preventive Maintenance Program". This particular directive relates to the dryers located in the laundry room. Staff were not able to locate a procedure which directs anyone to clean and maintain the dryers located in each home area.

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 to ensure that schedules and procedures are in place for routine, preventive and remedial maintenance, to be implemented voluntarily.



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WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 87.

Housekeeping

Specifically failed to comply with the following:

s. 87. (2) As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(a) cleaning of the home, including,

(i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and

(ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces; O. Reg. 79/10, s. 87 (2).

Findings/Faits saillants :



[O. Reg. 79/10, s. 87 (2)(a)(i) & (ii)] As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

- (a) cleaning of the home, including,
 - (i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and
 - (ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces.

The home's policy and procedure for housekeeping services titled "Housekeeping Services Procedure Guide, February 2011" has been developed but not implemented in the following areas:

1. Dusting - Housekeeping staff are to complete high dusting of ceiling fixtures to "remove the accumulation of dust from hard to reach areas" and to "maintain lighting efficiency". The home has light fixtures above resident beds and above the vanity in bathrooms. Heavy amounts of dust had accumulated in these hard to reach areas on all 4 floors. The procedures guide does not identify a frequency for cleaning these areas. Bathroom exhaust vents were noted to be visibly dusty but limited to a number of identified rooms. The guide directs housekeeping staff to clean exhaust vents weekly.

2. Exterior Balconies - Housekeeping staff are required to "maintain cleanliness and acceptable cosmetic conditions outside of the home to ensure safety for visitors, staff and residents". The balconies of the home are roosting sites for pigeons. Heavy amounts of pigeon fecal matter and feathers were observed on various balconies, especially the balcony on the 3rd floor. Two light fixtures on this large balcony area, the wall below the fixtures and the concrete floor below the light fixtures were heavily coated with accumulated fecal matter. For accumulations of this extent, cleaning has not been routine. The condition presents a safety concern as pigeon fecal matter contains psittacosis, a bacteria that can cause pneumonia in humans. The condition of the balconies deters residents from being able to enjoy this outdoor area. The condition was previously identified and reported during an inspection conducted on November 24 & 26, 2010 and a voluntary plan of action issued to address the non-compliance.



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3. Spot Cleaning - Housekeeping staff are required to "remove visible soil, dirt and spills as they occur" when cleaning various areas of the home. During the inspection, visible wall soiling was observed in the 1st floor dining room (all walls and under the serving counter) and 1st floor activity room.

4. Floor Care - Housekeeping staff are required to "remove the top coat of floor finish from the floor when the floor is starting to accumulate soil but is not heavily soiled to warrant stripping and refinishing". Flooring in various resident washrooms and bedrooms were observed to have streaks or patches of discoloured old floor finishing residue across the bedroom and/or bathroom floors, a build-up along baseboards (darker in appearance) or overall discolouration across the entire floor.

Issued on this 27th day of December, 2012

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

B. Sasnik