



**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
performance du système de santé
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
Mar 27, 2013	2013_189120_0019	H-000077- 13/H-000095 -13	Complaint

Licensee/Titulaire de permis

**RYKKA CARE CENTRES LP
50 SAMOR ROAD, SUITE 205, TORONTO, ON, M6A-1J6**

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

**WELLINGTON PARK CARE CENTRE
802 HAGER AVENUE, BURLINGTON, ON, L7S-1X2**

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

BERNADETTE SUSNIK (120)

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): March 18, 2013

Two separate complaints were investigated, one related to indoor air quality and another related to a resident's personal care issues.

During the course of the inspection, the inspector(s) spoke with administrator, director of nursing, maintenance person, activation aides, housekeeping staff, registered staff and a resident.

During the course of the inspection, the inspector(s) toured 2 west and 2 east home areas, reviewed resident health care records and reviewed products used by staff in the home.

The following Inspection Protocols were used during this inspection:
Safe and Secure Home

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.)

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 LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care

Specifically failed to comply with the following:

s. 6. (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,
(a) the planned care for the resident; 2007, c. 8, s. 6 (1).
(b) the goals the care is intended to achieve; and 2007, c. 8, s. 6 (1).
(c) clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).

Findings/Faits saillants :



The licensee of a long-term care home has not ensured that there is a written plan of care for each resident that sets out,

(a) the planned care for the resident

An identified resident's care plan does not set out the planned care for their physical limitations to call out, communicate and use the resident-staff communication and response system. The most recent care plan for the resident states that the resident will call for assistance with continence care and that they are encouraged to call for help to prevent falls. The plan does not address how this will be accomplished based on the known physical limitations of the resident. [s. 6(1)(a)]

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 17.

Communication and response system

Specifically failed to comply with the following:

s. 17. (1) Every licensee of a long-term care home shall ensure that the home is equipped with a resident-staff communication and response system that,
(a) can be easily seen, accessed and used by residents, staff and visitors at all times; O. Reg. 79/10, s. 17 (1).

(b) is on at all times; O. Reg. 79/10, s. 17 (1).

(c) allows calls to be cancelled only at the point of activation; O. Reg. 79/10, s. 17 (1).

(d) is available at each bed, toilet, bath and shower location used by residents; O. Reg. 79/10, s. 17 (1).

(e) is available in every area accessible by residents; O. Reg. 79/10, s. 17 (1).

(f) clearly indicates when activated where the signal is coming from; and O. Reg. 79/10, s. 17 (1).

(g) in the case of a system that uses sound to alert staff, is properly calibrated so that the level of sound is audible to staff. O. Reg. 79/10, s. 17 (1).

Findings/Faits saillants :



The licensee of a long-term care home did not ensure that the home is equipped with a resident-staff communication and response system that,

(a) can be easily seen, accessed and used by residents, staff and visitors at all times;

During the inspection, an identified resident was observed in their room and it was evident that they could not use the resident-staff communication and response system due to their physical limitations. The resident identified that they have not been able to get timely assistance since they have been admitted to the home. The current system requires a person to tug on a cord to activate a switch on the wall. The resident is physically unable to tug on the cord.

In 2012, the resident received a stand alone alarm (not connected to the resident-staff communication and response system) which was an alternative. The resident was only able to use it once. Registered staff made a note in the resident's file shortly thereafter that the personal alarm was "not working". The note did not identify whether the system was non-functional or if the resident could not physically trigger the alarm. The note further indicated that the Director of Nursing was made aware of this concern and that the resident's power of attorney was to be notified to provide an alternative alarm. No follow-up notes were made since late 2012 and no other efforts to provide the resident with access to the resident-staff communication and response system have been made. [s.17(1)(a)]

Issued on this 27th day of March, 2013

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

B. Susnik