

Ministry of Health
and Long-Term Care

Ministère de la Santé
et des Soins de longue durée



Health System Accountability and
Performance Division
Performance Improvement and Compliance Branch
Toronto Service Area Office

Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la performance
et de la conformité
Bureau régional de services de Toronto

55 St. Clair Avenue West, 8th Floor
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DEC 06 2010

Mr. Nelson Ribeiro
Administrator
The Westbury
495 The West Mall
Etobicoke ON M9C 5S3

Dear Mr. Ribeiro:

Please find enclosed the **Inspection Report-Public Copy** for an inspection conducted **October 28, 2010** under the *Long-Term Care Homes Act, 2007* (LTCHA) for the purpose of ensuring compliance with requirements under the LTCHA.

This inspection report must be posted in the home, in a conspicuous and easily accessible location in accordance with the LTCHA, 2007, S.O. 2007, c.8, s.79 (1) and (2).

A copy of the **Inspection Report-Public Copy** must be made available without charge upon request. The report will also be on file with the Toronto Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

A. Carruthers

for Jane Carruthers
LTC Homes Inspector

A. Williams

Amanda Williams
LTC Homes Inspector



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

**Rapport d'inspection
prévus le Loi de 2007
les foyers de soins de
longue durée**

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☐ Licensee Copy/Copie du Titulaire		☒ Public Copy/Copie Public
Date(s) of inspection/Date de l'inspection October 28, 2010	Inspection No/ d'inspection 2010_113_2943_22Oct103630 2010_101_2943_22Oct103459	Type of Inspection/Genre d'inspection Complaint (T2488)
Licensee/Titulaire Regency LTC Operating Limited Partnership on behalf of Regency Operator GP Inc. as General Partner, 100 Milverton Drive, Suite 700, Mississauga, ON L5R 4H1		
Long-Term Care Home/Foyer de soins de longue durée The Westbury, 495 The West Mall, Etobicoke, ON M9C 5C3		
Name of Inspector(s)/Nom de l'inspecteur(s) Jane Carruthers (113) and Amanda Williams (101)		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a complaint inspection. During the course of the inspection, the inspectors spoke with: The Acting Administrator, Director of Nursing, Environmental Services Supervisor, Chartwell's Environmental Corporate Consultant, President of the Resident Council, front-line nursing staff, registered staff and residents. During the course of the inspection, the inspectors: conducted a walk-through of communal tub and shower rooms. The following Inspection Protocols were used during this inspection: Accommodation - maintenance X There are no findings of Non-Compliance as a result of this inspection.		
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.
Title: _____ Date: _____		Date of Report: (if different from date(s) of inspection). November 24, 2010