

**Ministry of Health
and Long-Term Care**

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

347 Preston St., 4th Floor
Ottawa ON K1S 3J4
Telephone: 613-569-5602
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**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 conformité
Bureau régional de services de Ottawa

347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4
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December 13, 2010

Ms. Leslie Morrow
Administrator
Westgate Lodge Nursing Home
37 Wilkie Street
Belleville ON K8P 4E4

Dear Ms. Morrow:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on October 21 and 22, 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 Ottawa Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

A handwritten signature in cursive script, appearing to read "Wendy Berry".

Wendy Berry
LTC Home Inspector – Environmental Health

c President, Resident's Council
President, Family Council



**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	X Public Copy/Copie Public
Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
October 21 and 22, 2010	2010_102_2623_21Oct093940	Complaint –Log #O-001217
Licensee/Titulaire Crown Ridge Health Care Services Inc. 106 Crown Street Trenton, Ontario K8V 6R3 Fax # 613 392 6360		
Long-Term Care Home/Foyer de soins de longue durée Westgate Lodge Nursing Home 37 Wilkie Street Belleville, Ontario K8P 4E4 Fax # 613 966 5126		
Name of Inspector(s)/Nom de l'inspecteur(s) Wendy Berry (102)		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a complaint inspection related to housekeeping services and infection prevention and control. During the course of the inspection, the inspector spoke with the Administrator, the Director of care, 2 Housekeepers, several Personal Support Workers and several Registered Nursing staff. During the course of the inspection, the inspector reviewed housekeeping practices throughout resident areas of the home; reviewed the infection prevention and control program related to the management of antibiotic resistant organisms (AROs); observed infection prevention and control measures in place for an ARO; examined availability of supplies for routine practices, including hand hygiene. The following Inspection Protocols were used during this inspection: accommodation services-housekeeping; infection prevention and control. 1 Finding of Non-Compliance was found during this inspection. The following action was taken: 1 WN		



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Inspection Report
under the *Long-
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Rapport
d'inspection prévue
le *Loi de 2007 les
foyers de soins de
longue durée*

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 O. Reg. 79/10, s. 229(9). The licensee shall ensure that there is in place a hand hygiene program in accordance with evidence based practices and, if there are none, in accordance with prevailing practices, and with access to point of care hand hygiene agents.

Findings:

1. Point of care hand hygiene agents are not provided for use in residents' bedrooms.
2. Staff do not routinely carry hand hygiene agents into residents' bedrooms.

Inspector ID #: 102

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).

Randy Berry
Nov 23/10