

**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
Facsimile: 613-569-9670

**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
Téléphone: 613-569-5602
Télécopieur: 613-569-9670



November 10, 2010

Ms. Beverley Rayside
Administrator
Winbourne Park
1020 Westney Road North
Ajax ON L1T 4K6

Dear Ms. Rayside:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on August 24, 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,


for Caroline Tompkins
LTC Home Inspector – Nursing

c President, Resident's Council
President, Family Council



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

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

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conformité

☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
August 24 2010	2010_166_2871_13Aug135030	Complaint O-000222

Licensee/Titulaire

Revera Long Term Care Inc., 289-360-1200
Fax 289-360-1201 Fax 289- 366-1201
55 Standish Court,
8th Floor, Mississauga, ON L5R 4B2

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

Winbourne Park, 905-426-6296
1020 Westney Road North, Fax 905-426-6297
Ajax, ON L1T 4K6

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

Caroline Tompkins #166, Patricia Powers #157

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint Inspection related to resident care and meal service. During the course of the inspection, the inspectors spoke with the Administrator, the Director of Care, 2 registered nursing staff, two personal support workers, three residents and two family members. During the course of the inspection, the inspector observed the residents in the dining room during lunch. The plan of care and services provided to the residents named in the complaint were reviewed. dining service. The following Inspection Protocol was used during this inspection:
Dignity, Choice, Privacy Inspection Protocol and Personal Support Services Inspection Protocol

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).

October 7/10