

**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
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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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January 12, 2011

Ms. Tilda Hui
Administrator
Yee Hong Centre – Scarborough Finch
60 Scottfield Drive
Scarborough ON M1S 5T7

Dear Ms. Hui:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on November 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

A handwritten signature in black ink, appearing to read "Wendy Berry for".

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
prévue 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 November 24, 2010	Inspection No/ d'inspection 2010_102_2843_24Nov131002	Type of Inspection/Genre d'inspection Critical Incident Log # O-001921
Licensee/Titulaire Yee Hong Cente For Geriatric Care 2311 McNicoll Avenue Scarborough, Ontario M1V 5L3 Fax # 416 321 6313		
Long-Term Care Home/Foyer de soins de longue durée Yee Hong Centre-Scarborough Finch 60 Scottfield Drive Scarborough, Ontario M1S 5T7 Fax# 416 321 0034		
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 critical incident inspection related to a mechanical lift and injury to a resident. During the course of the inspection, the inspector spoke with 3 Assistant Directors of Resident Care (ADRCs), and 1 Registered Practical Nurse (RPN). During the course of the inspection, the inspector observed the 6th floor north wing tub room bath tub and mechanical lift; observed a resident's room that is equipped with a ceiling lift; reviewed operating instructions posted for the 6th floor north bath tub lift; reviewed the 6th floor binder documents titled "Daily inspection of floor lifts" for October 2010 and a document titled "Operating and Care Instructions" for the Allenti tub lift located in a binder labeled "Equipment Operating Instructions"; observed a resident who was the subject of the Critical Incident. The following Inspection Protocols were used during this inspection: Safe and Secure Home and Accommodation Services-maintenance. 1 Finding of Non-Compliance were found during this inspection. The following action was taken: 1 WN		



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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. 23. Every licensee of a long-term care home shall ensure that staff use all equipment, supplies, devices, assistive aids and positioning aids in the home in accordance with manufacturers' instructions.

Findings: 1. Staff are not following manufacturers' instructions that are identified in the "Operating and Care Instructions" manual provided for the ARJO Allenti bathtub lift:

- On October 02, 2010, 2 Personal Support Workers (PSWs) used the Allenti bath lift for the transfer of a resident from her bed. During this transfer, the identified resident sustained a head injury. The progress notes state "1 PSW described that resident's head bumped to the bath tub seat rail while transferring resident from bed to seat for a shower".
- The "Operating and Care Instructions" for the Allenti lift state "The resident needs to be able to sit in an upright position, normally defined as active or semi active." Resident involved is described in the "Care Plan 2010" plan of care notes as "total dependence"; "Bathing: requires total assistance"; "Mobility: requires total assistance"; "Toilet Use: no trunk control".

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).

December 17, 2010