



**The Corporation of The
City Of
Kawartha Lakes**

**Human Services Department
Memorandum – 04**

To: Victoria Manor Committee of Management
From: Pamela Kulas, Executive Director
Date: March 16, 2020
RE: Ministry of Health and Long Term Care Complaint Inspection

A Ministry of Health Complaint Inspection was conducted on January 22 and January 23, 2020. During the inspection the following inspection protocols were used: Nutrition and Hydration, Personal Support Services and Skin and Wound Care.

During the course of the inspection the home received 1 Written Notices and 1 Voluntary Plan of Correction.

Glossary of Findings: In order of severity from lowest to highest

Finding Type	Short Form	Interpretation
Written Notice	WN	Evidence that not all information was found readily available as per the regulation
Voluntary Plan of Correction	VPC	It is recommended that a plan of action be put in place to ensure sustained follow up
Compliance Order	CO	The inspection found the regulation had not been followed
Directors Referral	DR	Sustained non compliance is found and the Director of the Performance, Compliance and Inspection Branch (MOHLTC) will review the Home's record
Work and Activity Order	WAO	Ministry staff will be on site regularly to ensure safe operations of the Home

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To summarize findings:

- 1. The licensee has failed to comply to ensure the resident's substitute decision maker are given an opportunity to participate fully in the development and implementation of the resident's plan of care.**
 - a. Corrective Actions
 - i. All nursing staff to be re-educated on the medication policy and expectations regarding contacting the resident's substitute decision maker when medication changes are required.