

THE CORPORATION OF THE CITY OF KAWARTHA LAKES

Health & Social Services Department MEMORANDUM

TO: Victoria Manor Committee of Management
FROM: Pamela Kulas, Administrator
DATE: October 16, 2017
RE: *Inspection Report 2017_623626_007 – Ministry of Health*

A Ministry of Health Inspection was on May 26, 29, 30-31, June 1-2, 22 and 23, 2017. During the inspection the following inspection protocols were used: Prevention of Abuse, Neglect and Retaliation; Responsive Behaviours; During the course of the inspection the home received 1 Written Notice.

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

To summarize:

1. **Care plan needs to be followed (WN).**
 - a. Corrective actions taken:
 - i. Processes have been put into place to ensure that heightened monitoring of resident is in place when identified in the care plan
 - ii. Staff received education on heightened monitoring and the importance of following the care plan