

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_640601_0012 – Ministry of Health*

A Ministry of Health Inspection was on May 22-26, 30, 31 and June 2, 2017. During the inspection the following inspection protocols were used: Continence Care and Bowel Management, Infection Prevention and Control, Medication, Personal Support Services, Prevention of Abuse, Neglect and Retaliation; Responsive Behaviours.

During the course of the inspection the home received 2 Written Notices and 2 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

To summarize:

1. **Care plans needs to be collaborative, integrated and consistent (WN, VPC)**
 - a. Corrective actions taken:
 - i. Staff revised specific components of the care plan to ensure that it was consistent
 - ii. Process for care plan collaboration has been reviewed and staff have received education
2. **Medication needs to be administered as prescribed (WN, VPC)**
 - a. Corrective actions taken:
 - i. Education was provided to staff on the steps to take if a resident is not available to administer medications