



Ministry of Health  
and Long-Term Care

Acute Services and  
Community Health Divisions

## Facility Review Report

Ministère de la Santé  
et des Soins de  
longue durée

Divisions des services en  
matière de soins actifs  
et de la santé communautaire

## Rapport d'inspection d'établissement

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Long-Term Care Facility/Établissement de soins de longue durée

**YORK REGION NEWMARKET HEALTH CENTRE**  
194 Eagle Street  
Newmarket ON L3Y 1J6

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Governing body/Organisme responsable

**Regional Municipality of York**  
Administrator/Directeur général/directrice générale

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**Ms. Marlene Parsons**

Approved capacity/Nombre de lits autorisés

**132**

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Type of review/Genre d'inspection

Review date/Date de l'inspection

**ANNUAL REVIEW**

**MARCH 3, 6, 7, 8, 9, 10, 2006**

## FACILITY REVIEW SUMMARY REPORT

### Definition of Terms

The monitoring and evaluation process is based on the standards and criteria contained in the Long Term Care Facilities Program Manual. Each home has a copy which the public may request to view.

The reviewer considers the following factors in concluding that a standard or criteria has not been met:

- Conditions have been observed that pose actual or potential serious risks to a resident's health, welfare or rights; and/or
- Conditions have been observed that are not as serious but are prevalent or recurring; and/or
- The home has not made successful efforts to initiate corrective action; and/or
- Conditions have been identified during previous reviews, but have not been corrected within the negotiated time frame for corrective action.

| STANDARD MET                                                                                                                                                                                                                                                                                                                                                | STANDARD NOT MET                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All criteria that were reviewed relating to the identified standard were found to meet the expectations.                                                                                                                                                                                                                                                    | <p>One or more criteria that were reviewed relating to the identified standards, did not meet the expectations; and</p> <p>The identified deficiencies met the conditions for issuing a REPORT OF UNMET STANDARDS OR CRITERIA or AREA OF NON-COMPLIANCE.</p>                                                                                        |
| RECOMMENDATION(S) DISCUSSED                                                                                                                                                                                                                                                                                                                                 | REFERRAL MADE TO<br>(appropriate discipline/specialty)                                                                                                                                                                                                                                                                                              |
| Criteria that were reviewed relating to the identified standard may or may not meet the expectations; but <b>identified deficiencies if applicable, do not meet the conditions for issuing a REPORT OF UNMET STANDARDS OR CRITERIA. Recommendations were discussed to enhance the quality of the care, programs and services provided to the residents.</b> | <p><b>Criteria reviewed relating to the identified standard may or may not meet the expectations.</b></p> <p><b>Criteria that were reviewed indicate the need for other expertise to determine compliance or to provide more in-depth review and assistance.</b></p> <p><b>A REPORT OF UNMET STANDARD OR CRITERIA may or may not be issued.</b></p> |

## FACILITY REVIEW SUMMARY REPORT

**Long-Term Care Facility:** York Region Newmarket Health Centre

**Date of Review:** March 3, 6, 7, 8, 9, 10, 2006

**Type of Review:** Annual Review

**Updates on any care, programs and services being provided by the facility:**

- Brian Mason appointed Volunteer & Spiritual Care Coordinator, June 2006
- Melanie Lankin appointed Registered Dietician, March 2006
- Trisha Galloway appointed Acting Program & Services Co-ordinator, December 2005
- Awarded 11 New Convalescent Care Program beds, December 2005
- Dr. Kenneth Lai appointed Physician for the New Convalescent Care Program, December 2005
- The following new equipment was purchased in the last year: 20 slings, 3 bed alerts, 8 commodes, 3 Roho mattresses, 1 oximeter, 10 over bed tables, upgraded mattresses & feeding stools
- The following was purchased for the New Convalescent Care Program: Pulleys, Cones, Putty, Weights, Dumbbells, Tens machines & Treadmill
- The following was awarded from the 2004/2005 Lift Initiative Fund: Ceiling Lifts for 2West & portable Lifts
- The following was awarded from the 2004/2005 DME Fund Initiative: Oximeter, Upgraded mattresses, Hi-Low beds, Bladder Scanner, ECG Machine & Wound Measurement Tool

All or some criteria related to the following standards were reviewed. Comments in the right column reflect the status of the standards at the time of the review AND ARE BASED ONLY ON CRITERIA WHICH WERE REVIEWED. Conclusions are based on observations and reviews of a selected sample of residents.

| STANDARD                                                                                               | COMMENTS     |
|--------------------------------------------------------------------------------------------------------|--------------|
| <b>Resident Safeguards</b>                                                                             |              |
| There are mechanisms in place to promote and support residents' rights, autonomy, and decision-making. | Standard Met |

|                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| There is a facility-specific written admission agreement in place to delineate the accommodation, care, services, programs and goods that will be provided to the resident and, the obligations of the resident with respect to their responsibilities and payment for service. | Standard Met                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Resident Care and Services</b>                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Each resident's needs for care and services are determined with the resident/representative through an interdisciplinary assessment process.                                                                                                                                    | <p>Standard Met</p> <ul style="list-style-type: none"> <li>The following observation was discussed regarding medical assessments should be completed within 7 days of admission (B1.3)</li> </ul>                                                                                                                                                                                                                                                          |
| Each resident's care and services are planned with the resident/representative through an inter-disciplinary planning process.                                                                                                                                                  | <p>Standard Unmet</p> <ul style="list-style-type: none"> <li>Each resident's plan of care should reflect his/her current strengths, abilities, preferences, needs, goals, safety/security risks, and decisions. The plan of care should give clear direction to staff providing care (B2.4).</li> <li>The following observation was discussed regarding each resident's care and services needs should be reassessed at least quarterly (B2.6).</li> </ul> |
| Each resident receives care and services consistent with his/her plan of care and with residents' rights outlined in the Bill of Rights.                                                                                                                                        | Standard Met                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| There is ongoing monitoring and evaluation of each resident's care, services and care outcomes.                                                                                                                                                                                 | Standard Met                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| All significant information about each resident is documented in his/her record.                                                                                                                                                                                                | <p>Standard Met</p> <ul style="list-style-type: none"> <li>The following observation was discussed regarding the care and services provided to each resident should be documented in the resident's record according to facility policies and procedures (B5.2).</li> </ul>                                                                                                                                                                                |

| <b>Nursing Services</b>                                                                                                                                                                                                                      |                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| There is an organized program of nursing services to meet residents' nursing and personal care needs, consistent with the professional standards of practice of the College of Nurses of Ontario.                                            | <b>Standard Met</b> <ul style="list-style-type: none"> <li>Continued student placements</li> </ul>                                                                             |
| <b>Staff Education</b>                                                                                                                                                                                                                       |                                                                                                                                                                                |
| There is an organized orientation program that responds to the learning needs of new staff.                                                                                                                                                  | <b>Standard Met</b> <ul style="list-style-type: none"> <li>Evidence of education in-services meeting staff learning needs</li> </ul>                                           |
| There is an organized in-service education program that responds to the assessed learning needs of staff.                                                                                                                                    | <b>Standard Met</b>                                                                                                                                                            |
| <b>Recreation and Leisure Services</b>                                                                                                                                                                                                       |                                                                                                                                                                                |
| There are recreation and leisure services organized to provide age-appropriate recreation, leisure, and education opportunities based on and responsive to the abilities, strengths, needs, interests and former lifestyle of the residents. | <b>Standard Met</b> <ul style="list-style-type: none"> <li>Successful Grandpal Program, Laughter Program and Health Fair</li> </ul>                                            |
| <b>Social Work Services</b>                                                                                                                                                                                                                  |                                                                                                                                                                                |
| There is an organized program of social work services, or arrangements are made to access available social work services to meet residents' psychosocial needs.                                                                              | <b>Standard Met</b> <ul style="list-style-type: none"> <li>Evidence of Home residents and the New Convalescent Care Program clients utilizing social work services.</li> </ul> |
| <b>Spiritual and Religious Program</b>                                                                                                                                                                                                       |                                                                                                                                                                                |
| There is an organized spiritual and religious care program to respond to the spiritual and religious needs and interests of the residents.                                                                                                   | <b>Standard Met</b> <ul style="list-style-type: none"> <li>Enhanced focus on spiritual care</li> </ul>                                                                         |

| <b>Therapy Services</b>                                                                                                                                                                               |                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| There is an organized program of therapy services or arrangements made to access available therapy services to meet residents' identified therapy needs.                                              | <b>Standard Met</b> <ul style="list-style-type: none"> <li>• Strong physiotherapy program for the New Convalescent Care Program and the Home residents</li> </ul>                                           |
| <b>Volunteer Services</b>                                                                                                                                                                             |                                                                                                                                                                                                             |
| There is an organized program of volunteer services.                                                                                                                                                  | <b>Standard Met</b> <ul style="list-style-type: none"> <li>• Volunteers financially support the Music Therapy Program.</li> </ul>                                                                           |
| <b>Dental Services</b>                                                                                                                                                                                |                                                                                                                                                                                                             |
| There is a co-ordinated program of dental services, or arrangements made to access dental services to meet residents' dental care needs.                                                              | <b>Standard Met</b>                                                                                                                                                                                         |
| <b>Foot Care Services</b>                                                                                                                                                                             |                                                                                                                                                                                                             |
| There is an organized program of foot care services, or arrangements are made to access foot care services to meet residents' needs.                                                                  | <b>Standard Met</b>                                                                                                                                                                                         |
| <b>Other Approved Programs</b>                                                                                                                                                                        |                                                                                                                                                                                                             |
| Other programs/services provided by the facility are organized to provide services to respond to residents' identified needs/preferences.                                                             | <b>Standard Met</b>                                                                                                                                                                                         |
| <b>Facility Organization and Administration</b>                                                                                                                                                       |                                                                                                                                                                                                             |
| The program and resources of the facility are organized to effectively manage the facility and each of its programs and services, in keeping with Ministry Acts Regulations, Policies and Directives. | <b>Standard Met</b> <ul style="list-style-type: none"> <li>• The following observation was discussed related to a written job description for the Volunteer/Spiritual Care Co-ordinator (M1.17).</li> </ul> |

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| There is a comprehensive, co-ordinated, facility-wide, program for monitoring, evaluating and improving the quality of accommodation, care, services, programs and goods provided by the facility.                   | <b>Standard Met</b> <ul style="list-style-type: none"> <li>• Evidence of a strong CQI program</li> <li>• Continued participation on the CAO Benchmarking LTC Expert Panel</li> </ul>                                     |
| There are co-ordinated risk management activities designed to reduce and control actual or potential risks to the safety, security, welfare and health of individuals or to the safety and security of the facility. | <b>Standard Met</b>                                                                                                                                                                                                      |
| There is an organized system of records management which includes the components of collection, access, storage, retention and destruction of records.                                                               | <b>Standard Met</b>                                                                                                                                                                                                      |
| <b>Medical Services</b>                                                                                                                                                                                              |                                                                                                                                                                                                                          |
| Medical services are organized to meet residents' medical needs, including assessment, planning and provision of residents' individualized medical care, consistent with professional standards of practice.         | <b>Standard Met</b> <ul style="list-style-type: none"> <li>• Evidence of regular physician documentation.</li> </ul>                                                                                                     |
| <b>Environmental Services</b>                                                                                                                                                                                        |                                                                                                                                                                                                                          |
| Environmental services are organized to provide a safe, comfortable, clean, well-maintained environment for residents, staff and visitors.                                                                           | <b>Standard Met</b> <ul style="list-style-type: none"> <li>• Revised &amp; updated job descriptions</li> </ul>                                                                                                           |
| The facility, including furnishings and equipment, is maintained.                                                                                                                                                    | <b>Standard Met</b>                                                                                                                                                                                                      |
| The facility, including furnishings and equipment, is kept clean.                                                                                                                                                    | <b>Standard Met</b> <ul style="list-style-type: none"> <li>• The following recommendation was discussed related to the housekeeping program providing routine, preventative and remedial housekeeping (O3.1).</li> </ul> |

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| Laundry services are organized to meet the linen and personal clothing needs of residents.                                                                                  | <p><b>Standard Met</b></p> <ul style="list-style-type: none"> <li>Strategies implemented to decrease lost personal clothing</li> </ul>                                                                                                                                                                               |
| <b>Dietary Services</b>                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                      |
| There is an organized program of dietary services to respond to residents' nutritional care needs and to provide safe, personally acceptable, nutritious food to residents. | <p><b>Standard Met</b></p> <ul style="list-style-type: none"> <li>Residents enjoy the food.</li> <li>Implementation of a new Photo Nutritional Intake Binder</li> <li>Evidence of choice of food, verbal and visual presentation and table by table service</li> <li>Tablecloths used at lunch and supper</li> </ul> |
| <b>Diagnostic Services</b>                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                      |
| The facility makes arrangements for diagnostic services to meet residents' needs as ordered by the residents' physicians.                                                   | <b>Standard Met</b>                                                                                                                                                                                                                                                                                                  |
| <b>Pharmacy Services</b>                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                      |
| There is an organized program for the provision of pharmacy services to meet the residents' identified needs.                                                               | <b>Standard Met</b>                                                                                                                                                                                                                                                                                                  |
| There is an organized interdisciplinary pharmacy and therapeutics committee responsible for directing the facility's pharmacy program and services.                         | <b>Standard Met</b>                                                                                                                                                                                                                                                                                                  |
| The prescription ordering and transmission of orders support the safe provision of drugs to residents.                                                                      | <b>Standard Met</b>                                                                                                                                                                                                                                                                                                  |
| The pharmacy service provides for the accurate, safe dispensing of prescription drugs and biologicals to meet residents' identified medication requirements.                | <b>Standard Met</b>                                                                                                                                                                                                                                                                                                  |

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| <b>A system of records for receipt and disposition of all drugs received by the facility is maintained in sufficient detail to enable accurate tracking, reconciliation and auditing, in accordance with applicable legislation.</b> | <b>Standard Met</b> |
| <b>All drugs and biologicals are stored under proper conditions of sanitation, temperature, light, humidity and security.</b>                                                                                                        | <b>Standard Met</b> |
| <b>Disposal of drugs is in accordance with established Ministry policy.</b>                                                                                                                                                          | <b>Standard Met</b> |
| <b>There is a system for immediate reporting of each medication error and adverse drug reaction, with specific follow-up action to be taken.</b>                                                                                     | <b>Standard Met</b> |



Home: M534 /Visit: 1

|                                      |                                                                                 |                                         |                                        |                                       |                      |
|--------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------|----------------------------------------|---------------------------------------|----------------------|
| Home                                 | Name And Address                                                                | Type of Review                          | Discipline                             | Inspection Date                       | Page #               |
| M534                                 | YORK REGION NEWMARKET HEALTH CENTRE<br>194 EAGLE STREET<br>NEWMARKET ON L3Y 1J6 | Annual<br>March 3, 6, 7, 8, 9, 10, 2006 | Nursing                                | 2006/03/03<br><br>Number of Days<br>6 | 1 of 1               |
| Act/Reg<br>Standards<br>And Criteria | Ministry Inspection Results                                                     | Required<br>Date of<br>Correction       | LTC Facility Plan of Corrective Action | Planned<br>Date of<br>Correction      | Ministry<br>Response |

B2.4

Each resident's plan of care should reflect his/her current strengths, abilities, preferences, needs, goals, safety/security risks, and decisions. The plan of care should give clear directions to staff providing care.

It was noted that the nursing plans of care related to behaviours and the cognitively impaired are generic and are not tailored to meet individual resident's needs.

It was also noted that the activation program plans of care were general and non-specific.

All care plans are under review and revision by each department to ensure that the care plans are focused to each resident's needs. Upon completion, the Compliance Advisor shall be requested to re-audit the plans of care.

Target Date: March 24, 2006

Additional training on individualization of care plans will be provided to staff.

Target Date: April 30, 2006

An audit schedule will be implemented in which each manager will review four clients' plan of care on a monthly basis to ensure they remain current and individualized.

Target date: Commence April 1, 2006 – on-going

Accepted.

2006/04/30