



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

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

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

Governing body/Organisme responsable

Regional Municipality of York
Administrator/Directeur général/directrice générale

Ms. Marlene Parsons

Approved capacity/Nombre de lits autorisés

132

Type of review/Genre d'inspection

Review date/Date de l'inspection

ANNUAL REVIEW AND FOLLOW UP

**February 25, March 29, 30, 31,
April 1, 4, 2005**

Date of review/Date de l'inspection
February 25, March 29, 30, 31, April 1, 4, 2005

Marsha Hardwick RN, BScN, CON(C), Compliance Advisor

Type of review/Genre d'inspection **Annual Review & Follow-up**

Post-sale	☐
Posterieure a la vente	
Pre-license	☐
Prealable a la delivrance du permis	
Other (<i>specify</i>)	☐
Autre (<i>precisez</i>)	

Les observations suivantes illustrent les résultats de l'inspection des opérations de l'établissement effectuée sur la base des normes et critères du ministère de la Santé en matière de soins aux pensionnaires et de programmes et de services offerts dans les établissements de soins de longue durée.

[illegible]

received for the Facility by/Reçu pour rétablissement par

Maria Handwork

Signature of Long- Term Care Division representative
Signature du (de la) représentant(e) de la Division des soins de longue durée

Facility Review Report

The mandate of the Ministry of Health and Long-Term Care is to ensure that residents in Ontario Long-Term Care Facilities receive quality care and services.

In order to achieve this goal, the Ministry has implemented its **Long-Term Care Facility Review Program** to monitor the quality of resident care and facilities services. Where Long-Term Care Facilities do not meet Ministry standards, as determined by facility reviews, the home is expected to correct any unmet standards or criteria.

The Acute Services and Community Health Divisions of the Ministry of Health and Long-Term Care conducts ongoing quality of care reviews in all Long-Term Care Facilities throughout the Province of Ontario.

The **Report of Unmet Standards or Criteria** outlines the Ministry's review findings and the facility's review plan for corrective action. Reports are public documents and must be prominently displayed in all Long-Term Care facilities.

Any inquiries related to this program may be directed to:

Regional Director
Acute Services and
Community Health Division
Central East Region
465 Davis Drive, 3rd Floor
Newmarket ON L3Y 8T2
Telephone: (905) 954-4700/
1-800-486-4935 (Toll Free)

Rapport d'inspection d'établissement

Le mandat du ministère de la Santé et des Soins de longue durée est d'assurer aux pensionnaires des établissements de soins de longue durée de l'Ontario des soins et des services de qualité.

Afin d'atteindre cet objectif, le ministère a mis en oeuvre son **Programme d'inspections des établissements de soins de longue durée** pour surveiller la qualité des soins dispensés aux pensionnaires et des services offerts dans les établissements de soins de longue durée. Si, selon les inspections, les établissements de soins de longue durée ne se conforment pas aux normes établies par le ministère ceux-ci deviennent donc responsables pour la correction des normes et critères non-respectés.

Les Divisions des services en matière de soins actifs et de la santé communautaire du ministère de la Santé et des Soins de longue durée effectuent régulièrement des inspections sur la qualité des soins dans toutes les établissements de soins de longue durée.

Le **Rapport sur les cas de non-conformité aux normes et aux critères** donne les résultats de l'inspection du ministère et le plan de l'établissement de soins de longue durée en ce qui a trait aux mesures correctives à prendre. Ce rapport est un document public et doit être affiché bien en vue dans l'établissement de soins de longue durée.

Pour de plus amples renseignements sur ce programme, écrivez à la personne suivante:
Directeur ou directrice régional(e)
Divisions des services en matière de soins actifs et de la santé communautaire
Région du centre-est
465 Davis Drive, 3^e étage
Newmarket ON L3Y 8T2
Téléphone : (905) 954-4700/
1 800 486-4935 (Appels sans frais)

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 facility 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 facility 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.	One or more criteria that were reviewed relating to the identified standards, did not meet the expectations; and The identified deficiencies met the conditions for issuing a REPORT OF UNMET STANDARDS OR CRITERIA or AREA OF NON-COMPLIANCE.
RECOMMENDATION(S) DISCUSSED	REFERRAL MADE TO (appropriate discipline/specialty)
Criteria that were reviewed relating to the identified standard may or may not meet the expectations; but 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.	Criteria reviewed relating to the identified standard may or may not meet the expectations. Criteria that were reviewed indicate the need for other expertise to determine compliance or to provide more in-depth review and assistance. A REPORT OF UNMET STANDARD OR CRITERIA may or may not be issued.

FACILITY REVIEW SUMMARY REPORT

Long-Term Care Facility: York Region Newmarket Health Centre

Date of Review: February 25, March 29, 30, 31, April 1, 4, 2005

Type of Review: Annual Review

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

- Opened first floor 32 bed unit, October 2004
- Received three year Accreditation Award
- Purchased 24 dense foam mattresses, Keep Safe self releasing chair belt alarm, Vac-freedom portable unit, vital sign equipment, Vistrak wound measurement system, 1 Ergoscale ceiling lift, bladder scanner and door alarms as part of the Diagnostic & Medical Equipment Funding
- Replaced flooring on the second and third floor
- Replaced 5 washers to commercial grade
- Painted through out the Home
- Implemented computerized medication administration, March 2005
- Physiotherapy services increased to 5 days a week, six hours per day

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
Resident Safeguards	
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

Resident Care and Services	
Each resident's needs for care and services are determined with the resident/representative through an interdisciplinary assessment process.	Standard Met
Each resident's care and services are planned with the resident/representative through an inter-disciplinary planning process.	Standard Met • Recommendation discussed related to the plans of care give clear directions to staff providing care (B2.4).
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.	Standard Met • The following observation was discussed and it is recommended that the care and services provided to each resident be documented in the resident's record according to facility policies and procedures (B5.2).
Nursing Services	
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.	Standard Met • HCA documentation continues to improve. • Successful student placements including Seneca, George Brown College and CDI College
Staff Education	
There is an organized orientation program that responds to the learning needs of new staff.	Standard Met

There is an organized in-service education program that responds to the assessed learning needs of staff.	Standard Met
Recreation and Leisure Services	
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.	Standard Met • Evening programming extended 1 hour • Life History Boards developed for some residents
Social Work Services	
There is an organized program of social work services, or arrangements are made to access available social work services to meet residents' psychosocial needs.	Standard Met
Spiritual and Religious Program	
There is an organized spiritual and religious care program to respond to the spiritual and religious needs and interests of the residents.	Standard Met
Therapy Services	
There is an organized program of therapy services or arrangements made to access available therapy services to meet residents' identified therapy needs.	Standard Met
Volunteer Services	
There is an organized program of volunteer services.	Standard Met • Volunteers recruited from Armitage Gardens ACL • Strong volunteer program with many dedicated volunteers.

Dental Services	
There is a co-ordinated program of dental services, or arrangements made to access dental services to meet residents' dental care needs.	Standard Met
Foot Care Services	
There is an organized program of foot care services, or arrangements are made to access foot care services to meet residents' needs.	Standard Met
Other Approved Programs	
Other programs/services provided by the facility are organized to provide services to respond to residents' identified needs/preferences.	Standard Met
Facility Organization and Administration	
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.	Standard Met
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.	Standard Met • Evidence of a strong CQI program • Continued participation on the CAO Benchmarking LTC Expert Panel
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.	Standard Met • It is recommended that all staff participate in the facility-wide infection control program. Staff does not always practice measures to prevent or minimize the spread of infection (M2.23). • All employees fitted for the N95 mask

There is an organized system of records management which includes the components of collection, access, storage, retention and destruction of records.	Standard Met
Medical Services	
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.	Standard Met • Evidence of regular physician assessment and documentation. • Initiated physicians meeting with residents/families on a prescheduled basis outside of the annual multidisciplinary meeting.
Environmental Services	
Environmental services are organized to provide a safe, comfortable, clean, well-maintained environment for residents, staff and visitors.	Standard Met
The facility, including furnishings and equipment, is maintained.	Standard Met • It is recommended the maintenance program develop and implement a remedial painting plan. It is acknowledged that the Home has been repainted in the last several months. (O2.1).
The facility, including furnishings and equipment, is kept clean.	Standard Met
Laundry services are organized to meet the linen and personal clothing needs of residents.	Standard Met
Dietary Services	
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.	Standard Met • The following observation was discussed and it is strongly recommended that Dietary services be organized to provide nutritional care according to the residents' needs, consistent with their plans of care (P1.27).

	• Implementation of a new Nutritional Intake Binder • Food is enjoyed by the residents. • Evidence of choice of food, verbal and visual presentation and table by table service. • Implemented Synergie computerized dietary program
Diagnostic Services	
The facility makes arrangements for diagnostic services to meet residents' needs as ordered by the residents' physicians.	Standard Met
Pharmacy Services	
There is an organized program for the provision of pharmacy services to meet the residents' identified needs.	Standard Met
There is an organized interdisciplinary pharmacy and therapeutics committee responsible for directing the facility's pharmacy program and services.	Standard Met
The prescription ordering and transmission of orders support the safe provision of drugs to residents.	Standard Met
The pharmacy service provides for the accurate, safe dispensing of prescription drugs and biologicals to meet residents' identified medication requirements.	Standard Met
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.	Standard Met
All drugs and biologicals are stored under proper conditions of sanitation, temperature, light, humidity and security.	Standard Met

Disposal of drugs is in accordance with established Ministry policy.	Standard Met
There is a system for immediate reporting of each medication error and adverse drug reaction, with specific follow-up action to be taken.	Standard Met



Ontario

Ministry of Health
and Long-Term Care

Ministère de la Santé
et des Soins de longue durée

Acute Services and
Community Health Divisions

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

Home: M534 /Visit: 1

Home	Name And Address	Type of Review	Discipline	Inspection Date	Page #
M534	YORK REGION NEWMARKET HEALTH CENTRE 194 EAGLE STREET NEWMARKET ON L3Y 1J6	Annual February 25, March 29, 30, 31, April 1, 4, 2005	Nursing	2005/02/25 Number of Days 6	1 of 1
Act/Reg Standards And Criteria	Ministry Inspection Results	Required Date of Correction	LTC Facility Plan of Corrective Action	Planned Date of Correction	Ministry Response

N/A There are no unmet criteria or standards issued during this Annual Review of February 25, March 29, 30, 31, April 1, 4, 2005.



Ministry of Health
and Long-Term Care

Ministère de la Santé
et des Soins de longue durée

Acute Services and
Community Health Divisions

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

Ontario

Home: M534 /Visit: 2

Home	Name And Address	Type of Review	Discipline	Inspection Date	Page #
M534	YORK REGION NEWMARKET HEALTH CENTRE 194 EAGLE STREET NEWMARKET ON L3Y 1J6	Follow up - Annual February 25, March 29, 30, 31, April 1, 4, 2005	Nursing	2005/02/25 Number of Days 6	1 of 1
Act/Reg Standards And Criteria	Ministry Inspection Results	Required Date of Correction	LTC Facility Plan of Corrective Action	Planned Date of Correction	Ministry Response

N/A

The unmet criterion/standard B3.16 issued during the Annual Review of February 23, March 1, 2, 3, 4, 5, 8. 2004 has been corrected.