

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Original Public Report

Report Issue Date: November 18, 2024

Inspection Number: 2024-1164-0003

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: Chartwell Master Care LP

Long Term Care Home and City: Chartwell Ballycliffe Long Term Care Residence, Ajax

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 12, 13, 14, 2024

The following intake(s) were inspected:

- Intake: #00127317 - Follow up #1, CO#001/2024-1164-0002, O. Reg. 246/22 s. 102 (2) (b), Infection prevention and control, CDD November 11, 2024.
- Intake: #00128292 - A complainant regarding wound care and medication for a resident.
- Intake: #00130479 - A Critical Incident regarding resident to resident abuse.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2024-1164-0002 related to O. Reg. 246/22, s. 102 (2)

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(b)

The following **Inspection Protocols** were used during this inspection:

- Skin and Wound Prevention and Management
- Medication Management
- Infection Prevention and Control
- Prevention of Abuse and Neglect

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.