

Ministry of Long-Term Care

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

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Original Public Report

Report Issue Date: March 6, 2024	
Inspection Number: 2024-1385-0001	
Inspection Type: Complaint	
Licensee: Belcrest Nursing Homes Limited	
Long Term Care Home and City: Belmont Long Term Care Facility, Belleville	
Lead Inspector Wendy Brown (602)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 27, 28, 29, 2024 and March 1, 4, 5, 6, 2024

The following intake(s) were inspected:

- Intake: #00104798 - Complaint regarding plan of care related to nutritional status and communication/follow-up issues.
- Intake: #00106367 - Complaint regarding plan of care related to oral care, medications, dementia/responsive behaviour care, infection prevention and control and palliative care.

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

- Resident Care and Support Services
- Skin and Wound Prevention and Management
- Food, Nutrition and Hydration
- Infection Prevention and Control

Ministry of Long-Term Care

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

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 6 (5)

Plan of care

s. 6 (5) The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate fully in the development and implementation of the resident's plan of care.

The licensee failed to ensure the following concerns and associated follow-up were reported to the Power of Attorney (POA)/family.

- January 2023 - reddened area(s) and, in a separate incident, hardened areas on palpation with associated pain.
- July 2023 - open area.
- November 2023 - new skin tear to hand following bath.

Sources: Resident progress notes, plan of care, pre and post bath hand pictures, and interviews with the POA/family, the Administrator, and the Director of Care (DOC). [602]

WRITTEN NOTIFICATION: Oral Care

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 38 (1) (a)

Oral care

s. 38 (1) Every licensee of a long-term care home shall ensure that each resident of the home receives oral care to maintain the integrity of the oral tissue that includes,
(a) mouth care in the morning and evening

Ministry of Long-Term Care

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

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

The licensee failed to ensure that resident #001 received mouth care twice a day on seven separate occasions in November and December, 2023.

Sources: The resident's plan of care, a November/December 2023 Point of Care mouth care report, November/December 2023 pre and post oral care pictures and interviews with the POA/family, the Administrator, DOC, and a dental hygienist.[602]

WRITTEN NOTIFICATION: Nutritional care and hydration programs

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 74 (2) (e)

Nutritional care and hydration programs

s. 74 (2) Every licensee of a long-term care home shall ensure that the programs include,

- (e) a weight monitoring system to measure and record with respect to each resident,
 - (i) weight on admission and monthly thereafter, and
 - (ii) body mass index and height upon admission and annually thereafter.

The licensee failed to ensure that a resident's weight was documented as required by their resident weight monitoring policy and procedure.

In accordance with O. Reg 246/22, s. 11 (1) b, the license is required to ensure their nutritional care and hydration program is complied with.

Specifically, the staff failed to implement their "Resident weight monitoring – assessment and documentation" policy and procedure in that they did not document a resident's change in weight in the Point Click Care weights and vitals

Ministry of Long-Term Care

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

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

section.

Sources: Resident progress notes, Resident Weight Monitoring Policy and Procedure, email trail "Nutrition" December, 2023, and interviews with a resident's POA/family, the Registered Dietician and the Food Services Manager. [602]