Ontario

Inspection Report Under the
Fixing Long-Term Care Act, 2021

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: August 29, 2023	
Inspection Number: 2023-1532-0004	
Inspection Type: Critical Incident	
Licensee: The Corporation of the County of Renfrew	
Long Term Care Home and City: Bonnechere Manor, Renfrew	
Lead Inspector Shevon Thompson (000731)	**Inspector Digital Signature** Shevon M Thompson Digitally signed by Shevon M Thompson Date: 2023.09.01 10:22:44 -04'00'
Additional Inspector(s) Karen Buness (720483)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 17, 18, 21, 22, 23, 2023.

The following intake(s) were inspected:

- Intake: #00087513 - Fractured hip. Unknown cause.
- Intake: #00092277 - Fall resulting in significant change due to a hip fracture.
- Intake: #00093900 - Complaint received by home regarding medication errors.
- Intake: #00093916 – Alleged neglect/abuse of residents by staff.

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

Resident Care and Support Services
Infection Prevention and Control
Prevention of Abuse and Neglect
Reporting and Complaints
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Complaints procedure - licensee

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: FLTCA, 2021, s. 26 (1) (c)

Rationale and Summary:
The Licensee received a written complaint from family detailing concerns regarding a registered practical nurse's medication administration practices at 1400 hours. The home notified the Director the following day at 1437 hours. As per the FLTCA, 2021 legislation the licensee is required to immediately forward to the Director any written complaint that it receives concerning the care of a resident.

Sources:
CIS report M506-000023-23, Employer Investigation Notes #020-17

[720483]

WRITTEN NOTIFICATION: Reporting certain matters to Director

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: FLTCA, 2021, s. 28 (1) 2.

The Licensee has failed to immediately report suspicion of alleged abuse and neglect when it was reported on August 3, 2023.

Rationale and Summary:
During a morning in August, 2023, during interviews with three Personal Support Workers (PSW) and a Registered Practical Nurse (RPN) the Director of Care (DOC), was informed of alleged abuse and neglect of six residents. This was reported to the Director the following day at 1535 hours. As per the Fixing Long Term Care Act, 2021 s. 28. (1) 2. the licencee is required to immediately report any suspected abuse or neglect of a resident.

Impact/Risk:
There is an increased risk of delay in the investigation when incidents of alleged abuse/neglect are not reported immediately to the Director.

Sources:
Ministry of Long-Term Care CIS Report #M506-000021-23, Employer Investigation Report Form #020-17

[000731]

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