

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: March 19, 2026

Inspection Number: 2026-1279-0001

Inspection Type:

Complaint
Critical Incident

Licensee: MacGowan Nursing Homes Ltd.

Long Term Care Home and City: Braemar Retirement Centre, Wingham

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 12, 17-19, 2026

The following intake(s) were inspected:

- Intake: #00171798 and Intake: #00173571 - related to prevention of abuse and neglect

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

Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to protect

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

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Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

A resident was inappropriately touched by another resident on a few occasions.

Sources: Resident's clinical records, interviews with staff, review of video footage

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.

Reporting certain matters to Director

s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

An incident of abuse of a resident was not reported immediately to the Director.

Sources: Critical Incident report, Interviews with staff

WRITTEN NOTIFICATION: Altercations and other interactions between residents

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

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Non-compliance with: O. Reg. 246/22, s. 59 (b)

Altercations and other interactions between residents

s. 59. Every licensee of a long-term care home shall ensure that steps are taken to minimize the risk of altercations and potentially harmful interactions between and among residents, including,

(b) identifying and implementing interventions.

New interventions were not implemented to manage a resident's behaviours towards other residents after it was first witnessed by staff.

Sources: Staff interviews, resident's clinical records