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

Hamilton District
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Original Public Report

Report Issue Date: November 15, 2024
Inspection Number: 2024-1342-0004
Inspection Type: Complaint
Licensee: Axium Extendicare LTC II LP, by its general partners Extendicare LTC Managing II GP Inc. and Axium Extendicare LTC II GP Inc.
Long Term Care Home and City: Burloak, Burlington

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 4-8, 2024

The following intake(s) were inspected during this Complaint Inspection:

- Intake #00129555 related weight changes, skin and wound care, dining/snack service, dress, and palliative care.
- Intake #00129943 related to alleged neglect, administration of drugs, and reporting certain matters to Director.

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

Skin and Wound Prevention and Management
Resident Care and Support Services
Food, Nutrition and Hydration
Medication Management
Infection Prevention and Control
Prevention of Abuse and Neglect
Palliative Care
Reporting and Complaints

INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)
Non-compliance with: O. Reg. 246/22, s. 272
CMOH and MOH
s. 272. Every licensee of a long-term care home shall ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act are followed in the home.

The licensee has failed to ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act were followed in the home.

The Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings issued by the Ministry of Health, effective April 2024, stated that Alcohol-Based Hand Rubs (ABHR) must not be expired.

Rationale and Summary
Two expired bottles of ABHR were observed at the nursing station of one of the resident home areas not in outbreak. The Infection Prevention and Control (IPAC)

lead was notified and immediately removed both expired bottles.

Sources: Observations ; Ministry of Health Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings (effective April 2024); interview with IPAC lead.

Date Remedy Implemented: November 4, 2024

WRITTEN NOTIFICATION: Administration of drugs

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: O. Reg. 246/22, s. 140 (2)
Administration of drugs
s. 140 (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber. O. Reg. 246/22, s. 140 (2).

The licensee has failed to ensure that drugs were administered to a resident in accordance with the directions for use specified by the prescriber.

Rationale and Summary
Resident's Substitute Decision Maker (SDM) complained about a specific medication being mixed with other crushed medications and administered to the resident.

The resident's Medication Administration Record (MAR) specified a particular dosage of the medication to be given on certain days and times, with a note to shake well before administration.

Staff admitted during an interview that they mixed the medication with other crushed medications before administering them to the resident.

Failing to administer medication as prescribed to the resident had the potential to impact the therapeutic outcome of the medication.

Sources: Resident's clinical health record; interview with staff.