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

Public Report

Report Issue Date: January 24, 2025

Inspection Number: 2025-1534-0001

Inspection Type:
Complaint
Critical Incident

Licensee: City of Ottawa

Long Term Care Home and City: Carleton Lodge, Nepean

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 21-24, 2025.

The following intake(s) were inspected:

- Intake #00131021/ Critical Incident (CI) #M508-000037-24 - related to resident care
- Intake #00135140/ CI #M508-000041-24 - related to staff to resident alleged physical abuse
- Intake: #00136239/ CI #M508-000003-25 - related to alleged resident to resident physical abuse

The following complaint intake(s) were inspected

- Intake #00135269- related to resident care concerns

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

Resident Care and Support Services
Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours

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 (7)
Plan of care
s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee has failed to ensure that the care set out in the plan of care is provided to the resident as specified in the plan. Specifically, a resident's frequency of their continence care set out in their plan of care was not provided as required.

Sources: Resident's written plan of care, safety/ comfort rounds sheet posted on resident's door, interviews with staff.