

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: March 18, 2026

Inspection Number: 2026-1070-0003

Inspection Type:
Complaint

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Carlingview Manor, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 27, 2026 and March 2, 3, 4, 9, 10, 12, 13, 16, 17 and 18, 2026.

The inspection occurred offsite on the following date(s): March 11, 2026.

The following intake(s) were inspected:

-Intake: #00170418 : Complaint with concerns related to the care of two residents.

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

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Food, Nutrition and Hydration
- Pain Management
- Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Oral care

NC #001 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, including the cleaning of dentures;

A resident did not receive mouth care to maintain the integrity of their oral tissue. Specifically, the resident's plan of care indicated that resident required assistance for brushing teeth and mouth care. During a specific time period, the resident's cleaning of teeth or mouth care was not completed on several occasions.

Sources: Review of resident's records and interviews with a Personal Support Worker and Associate Director of Care.

WRITTEN NOTIFICATION: Skin and wound care

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

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (iv)

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that, (b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

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(iv) is reassessed at least weekly by an authorized person described in subsection (2.1), if clinically indicated;

A resident demonstrated altered skin integrity when a pressure wound was identified. Weekly skin and wound reassessments were not completed for this pressure wound using a clinically appropriate assessment instrument specifically designed for skin and wound evaluation during a specific time period.

Sources: Review of the weekly reassessments, interviews with a Registered Nurse and Associate Director of Care.