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

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

# Original Public Report

**Report Issue Date:** October 27, 2023

**Inspection Number:** 2023-1341-0005

**Inspection Type:**
Critical Incident

**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:** Columbia Forest, Waterloo

| **Lead Inspector** | **Inspector Digital Signature** |
|---|---|
| Kailee Bercowski (000734) | Kailee Bercowski Digitally signed by Kailee Bercowski Date: 2023.10.31 10:48:37 -04'00' |

**Additional Inspector(s)**
None

## INSPECTION SUMMARY

The inspection occurred onsite on the following dates: October 24 - 26, 2023

The following intake related to falls prevention and management was inspected:

- Intake #00097658, CI 2856-000022-23

The following intakes were completed:

- Intake #00098406, CI 2856-000023-23 related to falls prevention and management
- Intake #00098734, CI 2856-000024-23 related to the prevention of abuse

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

Infection Prevention and Control
Falls Prevention and Management

# INSPECTION RESULTS

## WRITTEN NOTIFICATION: PAIN MANAGEMENT

**NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.**
Non-compliance with: O. Reg. 246/22, s. 57 (1) 4.

The licensee has failed to monitor the effectiveness of pain management strategies.

In accordance with Ontario Regulation 246/22 s. 11 (1) (b), the licensee is required to ensure the monitoring of residents' pain management strategies, and their effectiveness, was complied with.

Specifically, the licensee had not complied with their “Pain Assessment and Management” policy ID# CARE8-O10.01, last reviewed March 31, 2023.

The policy indicated for staff to initiate 72 hour pain monitoring after a resident's change in condition, and once completed, for nursing to conduct an evaluation of the pain monitoring to ensure sufficient management, as well as a comprehensive pain assessment on PointClick Care. The evaluation and comprehensive pain assessment were not completed on the third day following a resident’s change in status.

**Rationale and Summary**
A resident had a change in status, and 72-hour pain monitoring was initiated.

After the third day of pain monitoring, an overall evaluation of pain monitoring strategies and comprehensive pain assessment were not documented. After this date, the resident was documented with further expressions of pain, along with continued pain interventions by registered staff.

In an interview with the Director Of Care, they confirmed an overall evaluation of pain management strategies and a comprehensive pain assessment were not completed following the third day of pain monitoring.

When this policy was not complied with, a resident was at risk of their pain not being managed.

**Sources:** Interview with the Director of Care; LTCH's policy for Pain Assessment and Management ID# CARE8-O10.01; a resident’s clinical records.
[000734]