

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

Original Public Report

Report Issue Date: August 16, 2023	
Inspection Number: 2023-1150-0002	
Inspection Type: Complaint Critical Incident System	
Licensee: CVH (No. 6) LP by its general partner, Southbridge Care Homes (a limited partnership, by its general partner, Southbridge Health Care GP Inc.)	
Long Term Care Home and City: The Palace, Alexandria	
Lead Inspector Manon Nighbor (755)	Inspector Digital Signature

INSPECTION SUMMARY

<p>The inspection occurred onsite on the following date(s): August 8, 9, 10, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake: #00093712, Critical Incident (CI) #2642-000007-23 related to alleged visitor to resident emotional abuse. • Intake: #00093716, Complaint related to visitation concerns, alleged staff to resident abuse and housekeeping.
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The following **Inspection Protocols** were used during this inspection:

- Housekeeping, Laundry and Maintenance Services
- Food, Nutrition and Hydration
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Residents’ Rights and Choices
- Reporting and Complaints

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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)

O. Reg. 246/22, s. 93 (2) (a) (i)

The licensee has failed to ensure that housekeeping services are provided seven days per week, as part of the organized program of housekeeping under clause 19 (1) (a) of the Act, where the licensee shall ensure that procedures are developed and implemented for, cleaning of the home, including, resident bedrooms, including floors.

In August 2023, a resident's bedroom floor was dirty. The Environmental Service Manager (ESM) confirmed as such.

The resident's bedroom floor was cleaned.
[755]

Date Remedy Implemented: August 10, 2023.