

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Original Public Report

Report Issue Date: October 15, 2024

Inspection Number: 2024-1004-0007

Inspection Type:

Critical Incident
Follow-up

Licensee: Omni Healthcare (CT) GPCO Ltd. as General Partner of Omni Healthcare (Country Terrace) Limited Partnership

Long Term Care Home and City: Country Terrace, Komoka

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 2, 3, and 7, 2024

The following intake(s) were inspected:

- Intake: #00124479 - 0907-000013-24 – Related to Resident Care and Support Services.
- Intake: #00124779 - Follow-up #002: Compliance Order #001/2024_1004_0005. FLTCA, 2021 - s. 81 (2) Record Checks with a compliance due date: 7/31/2024 Re-inspection Fee: \$500
- Intake: #00125402 – CIS #0907-000015-24 – Related to Falls Prevention and Management

Previously Issued Compliance Order(s)

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The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2024-1004-0005 related to FLTCA, 2021, s. 81 (2)

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

- Resident Care and Support Services
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Transferring and positioning techniques

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

The licensee has failed to ensure that staff used safe transferring and positioning devices or techniques when assisting a resident.

Rationale and Summary

Review of a Critical Incident System (CIS) report documented that a resident was transferred by a Personal Support Worker (PSW), without the assistance of a second staff, causing injury to the resident.

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Review of Mandatory Lift and Transfer Policy #CS-6.2, last reviewed January 12, 2024 stated that two staff should participate in all resident's transfers without exception.

In an interview, Director of Care (DOC) acknowledged that the resident should have been transferred by two staff.

There was an increased risk for injury to the resident when safe transferring techniques were not followed.

Sources: Review of CIS, review of Mandatory Lift and Transfer Procedures Policy #: CS-6.2, last reviewed January 12, 2024, review of resident's clinical records and interview with DOC. [733564]

NOTICE OF RE-INSPECTION FEE

Pursuant to section 348 of O. Reg. 246/22 of the Fixing Long-Term Care Act, 2021, the licensee is subject to a re-inspection fee of \$500.00 to be paid within 30 days from the date of the invoice.

A re-inspection fee applies since this is, at minimum, the second follow-up inspection to determine compliance with the following Compliance Order(s) under s. 155 of the FLTCA, 2021, and/or s. 153 of the LTCHA, 2007.

F/U #002 was completed for CO #001/2024_1004_0005 related to FLTCA, 2021 s.81 (2)

Licensees must not pay a Re-Inspection Fee from a resident-care funding envelope

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provided by the Ministry [i.e., Nursing and Personal Care (NPC); Program and Support Services (PSS); and Raw Food (RF)]. By submitting a payment to the Minister of Finance, the licensee is attesting to using funds outside a resident-care funding envelope to pay the Re-Inspection Fee.