

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

Public Report

Report Issue Date: May 27, 2025

Inspection Number: 2025-1131-0004

Inspection Type:

Critical Incident

Licensee: Craigwiel Gardens

Long Term Care Home and City: Craigholme, Ailsa Craig

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 23, 26, 27, 2025

The following intake(s) were inspected:

- Intake: #00147371 related to an Outbreak, during May 2025.

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

Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Infection Prevention and Control Program

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

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

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s. 102 (2) The licensee shall implement,
(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

The licensee failed to ensure the Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes, issued by the Director was complied with.

In accordance with Additional Precautions 9.1 (f) under the IPAC Standard for Long-Term Care Homes (April 2022, revised September, 2023), the licensee failed to ensure that staff properly removed their personal protective equipment (PPE) prior to exiting a resident room, which had droplet/contact precautions in place. The staff was observed removing their mask with face shield when exiting a resident room but had failed to perform hand hygiene (HH) after removing their gloves and masks. The signage on the resident's room door indicated the need for additional precautions due to a confirmed ongoing outbreak in the home.

Sources: Observations made by an inspector from the ministry of long term care, staff interviews, review of Public Health Ontario: Performing Risk Assessment Related to Routine Practices and Additional Precautions, document provided by IPAC lead.