

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: January 24, 2024	
Inspection Number: 2023-1278-0005	
Inspection Type: Critical Incident	
Licensee: Crown Ridge Health Care Services Inc.	
Long Term Care Home and City: Crown Ridge Place, Trenton	
Lead Inspector Polly Gray-Pattemore (740790)	Inspector Digital Signature
Additional Inspector(s) Anna Earle (740789)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 15-18, and 22, 2024

The following intakes were completed in this Critical Incident (CI) inspection:

- Intake #00097377/CI#2787-000011-23 and Intake #00100691/CI#2787-000015-23 were related to falls prevention and management.
- Intake #00103692/CI#2787-000018-23 was related to fall with injury.
- Intake #00101838/CI#2787-000017-23 was related to a COVID-19 outbreak, and a complaint related to staffing, lifts, ventilation, and a COVID-19 outbreak.

The following intakes were completed in this inspection: Intake #00097952, CI#2787-000012-23, Intake #00099152, CI#2787-000014-23, Intake #00101319,

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CI#2787-000016-23, and Intake #00105837, CI#2787-000001-24 were related to falls.

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

Infection Prevention and Control
Safe and Secure Home
Staffing, Training and Care Standards
Falls Prevention and Management

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

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 has failed to ensure that a standard issued by the Director with respect to infection prevention and control was implemented.

Rationale and Summary

In accordance with the Infection Prevention and Control (IPAC) Standard for Long-

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Term Care Homes, dated April 2022, revised September 2023 (IPAC Standard), section 10.1 states that the licensee shall ensure that the hand hygiene program includes access to hand hygiene agents, including 70-90% Alcohol-Based Hand Rub (ABHR).

On January 15, 2024, Inspector #740790 observed portable and wall mounted ABHR dispensers with expired ABHR products in the North and Georgian Wing dining rooms.

During an interview conducted on January 15, 2024, staff #107 acknowledged that the expired portable and wall mounted ABHR dispensers would have been considered expired and should have been replaced.

During an interview conducted on January 18, 2024, staff #112 acknowledged that the ABHR with expired dates should be replaced and expired ABHR product would not be as effective against viruses and other infections.

Using expired ABHR products, may increase the risk of transmission of infection agents in the home.

Sources: Interviews with staff #107 and staff #112; and observations.
[740790]



**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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