

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: November 29, 2023	
Inspection Number: 2023-1179-0003	
Inspection Type: Critical Incident	
Licensee: Rural Healthcare Innovations Inc.	
Long Term Care Home and City: Dundas Manor Nursing Home, Winchester	
Lead Inspector Kelly Boisclair-Buffam (000724)	Inspector Digital Signature
Additional Inspector(s) Gabriella Kuilder (000726) Training Specialist Lyne Duchesne (117) was present on site as an observer during this inspection.	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 21, 22, 23, 2023

The following critical incident (CI) intake(s) were inspected:

- Intake: #00094546 - (CI 2674-000009-23) related to a fall with injury.
- Intake: #00097787 - (CI 2674-000011-23) related to resident to resident abuse.

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

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Hand Hygiene

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).

Rationale and Summary

During this inspection, the inspector observed the lunch service on the main floor in the Cozy Corner and Rural Retreats dining rooms. No resident was provided assistance for performing hand hygiene by the staff.

A staff member stated all residents are to be offered hand hygiene prior to and after meals. A poster was observed on both doors to the dining room stating "Hand hygiene is to be performed before and after meals."

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

The Director of Care (DOC) and Assistant Director of Care (ADOC) confirmed that all staff are expected to assist residents with hand hygiene prior to their meals and snacks.

By not performing hand hygiene there is an increased risk of disease transmission among residents and staff.

Sources: Dining observation, interviews with DOC, ADOC, staff member and posted signage.

[000724]