

Ministry of Long-Term Care

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

North District

159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Public Report

Report Issue Date: February 6, 2025

Inspection Number: 2025-1542-0001

Inspection Type:

Proactive Compliance Inspection

Licensee: The Board of Management for the District of Parry Sound East

Long Term Care Home and City: Eastholme Home for the Aged, Powassan

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 27-31, and February 3-6, 2025.

The inspection occurred offsite on the following date(s): January 30-31, 2025.

The following intake(s) were inspected:

- One related to a proactive compliance inspection (PCI).

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

Skin and Wound Prevention and Management
Resident Care and Support Services
Medication Management
Food, Nutrition and Hydration
Residents' and Family Councils
Infection Prevention and Control
Safe and Secure Home
Prevention of Abuse and Neglect
Quality Improvement
Staffing, Training and Care Standards

Ministry of Long-Term Care

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

North District

159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Residents' Rights and Choices
Pain Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Dining and snack service

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

Non-compliance with: O. Reg. 246/22, s. 79 (1) 5.

Dining and snack service

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

5. Food and fluids being served at a temperature that is both safe and palatable to the residents.

The licensee has failed to ensure that their dining and snack service included food and fluids being served at a temperature that was both safe and palatable to the residents, when food item temperature logs were not completed prior to two meal services.

Sources: Food temperature logs; Interviews with residents, the Food Service Manager, and a staff member.

WRITTEN NOTIFICATION: Continuous quality improvement initiative report

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 168 (2) 6. i.

Continuous quality improvement initiative report

Ministry of Long-Term Care

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

North District

159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

s. 168 (2) The report required under subsection (1) must contain the following information:

- 6. A written record of,
 - i. the actions taken to improve the long-term care home, and the care, services, programs and goods based on the documentation of the results of the survey taken during the fiscal year under clause 43 (5) (b) of the Act, the dates the actions were implemented and the outcomes of the actions,

The licensee has failed to ensure that their most recent report on the continuous quality improvement initiative contained the actions taken to improve the long-term care home, and the care, services, programs and goods based on the documentation of the results of the survey.

Sources: Continuous Quality Improvement Report; 2023 Resident Satisfaction Survey Results; Interview with DOC.