

Long-Term Care Operations Division Long-Term Care Inspections Branch Central West Service Area Office 609 Kumpf Drive, Suite 105 Waterloo ON N2V 1K8 Telephone: 1-888-432-7901 Central.West.sao@ontario.ca

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Report Issue Date July 14, 2022 Inspection Number 2022_1268_0001 Inspection Type Critical Incident System Complaint Follow-Up Director Order Follow-up Proactive Inspection SAO Initiated Post-occupancy Other Licensee Eden House Care Facility Inc. Long-Term Care Home and City Eden House Nursing Home, Guelph Lead Inspector Robert Spizzirri (705751) Inspector Digital Signature				
 Critical Incident System Complaint Follow-Up Director Order Follow-up Post-occupancy Other Licensee Eden House Care Facility Inc. Long-Term Care Home and City Eden House Nursing Home, Guelph Lead Inspector Inspector Digital Signature 	•			
 Proactive Inspection SAO Initiated Post-occupancy Other Licensee Eden House Care Facility Inc. Long-Term Care Home and City Eden House Nursing Home, Guelph Lead Inspector Inspector Digital Signature 	Inspection Type			
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Eden House Care Facility Inc.Long-Term Care Home and CityEden House Nursing Home, GuelphLead InspectorInspector Digital Signature	Other			
	Eden House Care Facility Long-Term Care Home a Eden House Nursing Hom Lead Inspector	nd City		Inspector Digital Signature

INSPECTION SUMMARY

The inspection occurred on the following date(s): July 5–8, 11–13 of 2022.

The following intake(s) were inspected:

- #007372-22 (Complaint) related to resident care and services.
- #011044-22 (Complaint) related to medication management.
- #008946-22 (Critical Incident) related to fall prevention.

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

- Falls Prevention and Management
- Infection Prevention and Control (IPAC)
- Medication Management
- Resident Care and Support Services

INSPECTION RESULTS

During the course of this inspection, the inspector made relevant observations, reviewed records and conducted interviews, as applicable. There were *no findings of non-compliance*.