

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: October 20, 2025

Inspection Number: 2025-1628-0003

Inspection Type:

Critical Incident
Follow up

Licensee: The Corporation of the City of Guelph

Long Term Care Home and City: The Elliott Long Term Care Residence, Guelph

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 15-17 and 20, 2025.

The following intake(s) were inspected:

- Intake: #00154339/Follow-up #: 1 CO #001 - FLTCA, 2021 - s. 5.
- Intake: #00154533 - falls prevention and management program.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2025-1628-0002 related to FLTCA, 2021, s. 5

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

Safe and Secure Home

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Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee failed to ensure that the care set out in the plan of care was provided to a resident as specified in the plan.

A resident did not have a specific intervention in place on a specific date as indicated in their care plan. The Clinical Services Lead confirmed staff should ensure this intervention is in place at all times.

Sources: observation of resident; review of resident's clinical records; and interviews with Personal Support Workers (PSW), Registered Practical Nurse (RPN), and Clinical Services Lead.