

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

Public Report

Report Issue Date: March 13, 2025

Inspection Number: 2025-1078-0003

Inspection Type:

Complaint
Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Starwood, Nepean

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 10, 11, 12, and 13, 2025

The following intake(s) were inspected:

- Intake: #00137978 - CI:2485-000001-25, related to Infection Prevention and Control (IPAC).
- Intake: #00138528 - CI:2485-000003-25, related to Infection Prevention and Control (IPAC).
- Intake: #00140771 - CI:2485-000005-25, related to alleged neglect of a resident.
- Intake: #00141198 - IL-0137433-OT, complaint related to continence care of residents.

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

- Continenence Care
- Skin and Wound Prevention and Management
- Infection Prevention and Control
- Prevention of Abuse and Neglect

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Skin and Wound Care

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

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (i)

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

(i) receives a skin assessment by an authorized person described in subsection (2.1), using a clinically appropriate assessment instrument that is specifically designed for skin and wound assessment,

The licensee has failed to ensure that a resident received an assessment, using a clinically appropriate assessment instrument specifically designed for skin and wound assessment, when it was identified that a specific resident exhibited altered skin integrity on a day in the month of January 2025.

Sources: Resident electronic health care record; Extendicare Skin and Wound Program: Wound Care Management, RC-23-01-02, last reviewed: October 2023; Interviews with staff.

WRITTEN NOTIFICATION: Skin and Wound Care

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

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (ii)

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Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,
(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,
(ii) receives immediate treatment and interventions to reduce or relieve pain, promote healing, and prevent infection, as required,

The licensee has failed to ensure that a resident, who exhibited altered skin integrity, received immediate treatment and interventions to promote healing.

On a day in the month of January 2025, the specific resident was identified with altered skin integrity. Treatment for the altered skin impairment was not initiated until a day in the month of February 2025.

Sources: Resident electronic health care record; Extendicare Skin and Wound Program: Wound Care Management, RC-23-01-02, last reviewed: October 2023; Interviews with staff.

WRITTEN NOTIFICATION: Skin and Wound Care

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (iv)

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,
(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,
(iv) is reassessed at least weekly by an authorized person described in subsection (2.1), if clinically indicated;

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The licensee has failed to ensure that a resident who exhibited altered skin integrity was reassessed at least weekly.

On a day in the month of January 2025, a specific resident was identified with altered skin integrity. The home's practice is to complete a Wound Assessment - PUSH or Impaired Skin Integrity Assessment upon discovery, and at least weekly thereafter. A Wound Assessment -PUSH was not completed until two weeks after the area of impaired skin integrity was identified.

Sources: Resident electronic health care record; Extendicare Skin and Wound Program: Wound Care Management, RC-23-01-02, last reviewed: October 2023; Interviews with staff.