

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: June 20, 2024	
Inspection Number: 2024-1207-0003	
Inspection Type: Complaint	
Licensee: Extendicare (Canada) Inc.	
Long Term Care Home and City: Extendicare West End Villa, Ottawa	
Lead Inspector Maryse Lapensee (000727)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 18, 19, 20, 2024

The following intake(s) were inspected:

- Intake: #00118180 - Complaint related to missing personal items and a recent fall.

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services
Infection Prevention and Control
Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Required programs

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

Non-compliance with: O. Reg. 246/22, s. 53 (1) 1.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

1. A falls prevention and management program to reduce the incidence of falls and the risk of injury.

The licensee has failed to ensure that the Falls Prevention and Management policy was complied with for a resident. In accordance with O. Reg 246/22, s. 11 (1) (b), the licensee is required to have a falls prevention and management program to reduce the incidence of falls and the risk of injury, and it must be complied with.

Specifically, staff did not comply with the procedure for Post Fall Management when they didn't contact the family when a resident was transferred to the hospital after a fall.

Sources: A resident's health record, Fall Prevention and management policy (RC 15-01-01); interview with a RPN, a RN and the DOC. [000727]