

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

Ottawa Service Area Office
347 Preston Street, Suite 420
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Original Public Report	
Report Issue Date: March 23, 2023	
Inspection Number: 2023-1010-0001	
Inspection Type: Complaint	
Licensee: ManorCare Partners II	
Long Term Care Home and City: Friendly Manor Nursing Home, Deseronto	
Lead Inspector Kayla Debois (740792)	Inspector Digital Signature
Additional Inspector(s) Cathi Kerr (641)	

INSPECTION SUMMARY
<p>The inspection occurred onsite on the following date(s): March 8-10, 13-16, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake: #00018458 -concerns regarding reporting of a fall • Intake: #00020972 and #00022162 -concerns regarding resident care

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

- Contenance Care
- Resident Care and Support Services
- Housekeeping, Laundry and Maintenance Services
- Food, Nutrition and Hydration
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Staffing, Training and Care Standards
- Reporting and Complaints
- Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Documentation

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 1.

The licensee has failed to ensure that the care set out in the toilet use and personal hygiene flow sheets for a resident was documented.

Rationale and Summary:

Review of the toilet use and personal hygiene flow sheets on the Point of Care (POC) documentation system from February 20, 2023 to March 13, 2023, indicated that a resident was missing documentation for toilet use and personal hygiene for 9 days in February and 9 days in March, 2023.

On a day in March, a staff member stated that they do not always have the time to complete documentation in POC.

Failing to ensure resident's care is documented can increase the risk of uncertainty whether the care was completed or not.

Sources:

POC documentation for a resident's personal hygiene and toilet use, interview with a staff member.

[740792]