

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: October 23, 2023	
Inspection Number: 2023-1010-0003	
Inspection Type: Proactive Compliance Inspection	
Licensee: ManorCare Partners II	
Long Term Care Home and City: Friendly Manor Nursing Home, Deseronto	
Lead Inspector Heath Heffernan (622)	Inspector Digital Signature
Additional Inspector(s) Darlene Murphy (103)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 12, 13, 16 to 20, 2023.

The following intake(s) were inspected:
Intake: #00096706 - Proactive Compliance Inspection (PCI).

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

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Medication Management
- Residents' and Family Councils
- Food, Nutrition and Hydration
- Infection Prevention and Control
- Safe and Secure Home
- Prevention of Abuse and Neglect
- Quality Improvement
- Residents' Rights and Choices
- Pain Management

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Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Windows

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

Non-compliance with: O. Reg. 246/22, s. 19

The licensee has failed to ensure that every window in the home that opens to the outdoors and is accessible to residents cannot be opened more than 15 centimeters.

Rationale and Summary

On October 12, 2023, Inspector #622 with the Maintenance Supervisor measured the window openings for windows in three random resident rooms. Two of the rooms had side sliding windows that the inner glass windowpane could be removed. This allowed access to the second glass windowpane which could be opened the full width of the window (46 centimeters).

During an interview with Inspector #622 on October 12, 2023, the Maintenance Supervisor stated that a substantial percentage of windows in the home continued to be old side sliding windows that would have the same concern.

Windows that allow an opening greater than 15 cm, increases the risk for residents to be able to elope.

Sources: Observation of window openings and interview with the Maintenance Supervisor.
[622]

WRITTEN NOTIFICATION: Safe storage of drugs

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

Non-compliance with: O. Reg. 246/22, s. 138 (1) (a) (ii)

The licensee has failed to ensure that drugs were stored in a medication cart that was secure and locked.

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Rationale and Summary

On October 13, 2023, Inspector #622 observed that an unattended medication cart in the hallway was unlocked for a two-and-a-half minute period, allowing access to the medications inside.

During an interview on October 13, 2023, Director of Care (DOC) stated that medication carts should be kept locked at all times when not being supervised. The DOC locked the medication cart at the time of the observation.

Having a medication cart that is unattended and unlocked allows access to the medications by anyone passing by.

Sources: Observation of the medication cart, interview with the Director of Care and other staff.

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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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