

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

Original Public Report

Report Issue Date: April 19, 2024	
Inspection Number: 2024-1548-0002	
Inspection Type: Critical Incident	
Licensee: Corporation of the County of Bruce	
Long Term Care Home and City: Gateway Haven Long Term Care Home, Warton	
Lead Inspector Tanya Murray (000735)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 4, 9-10, 15-16, 2024

The following intake(s) were completed during this Critical Incident inspection:

- Intake #00107808 was related to fall prevention and management; and
- Intake #00111416 was related to prevention of abuse and neglect.

The following Inspection Protocols were used during this inspection:

Infection Prevention and Control
Prevention of Abuse and Neglect
Fall Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Continence Care and Bowel Management

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

Non-compliance with: O. Reg. 246/22, s. 56 (2) (g)

Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(g) residents who require continence care products have sufficient changes to remain clean, dry and comfortable.

The licensee has failed to ensure that residents were provided continence care and sufficient changes to remain clean, dry and comfortable.

Rationale and Summary

A staff member reported that multiple residents were found with saturated incontinence products and bed linens were soaked at the beginning of a day shift.

A staff member confirmed that they did not have time to provide continence care to several residents during the night.

Failure to provide continence care to residents could lead to skin breakdown and discomfort.

Sources: Clinical records, interview with staff.

[000735]