

**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

<b>Original Public Report</b>	
<b>Report Issue Date:</b> October 11, 2023	
<b>Inspection Number:</b> 2023-1026-0005	
<b>Inspection Type:</b> Complaint	
<b>Licensee:</b> Golden Years Nursing Homes (Cambridge) Inc.	
<b>Long Term Care Home and City:</b> Golden Years Nursing Home, Cambridge	
<b>Lead Inspector</b> Brittany Nielsen (705769)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

<b>INSPECTION SUMMARY</b>
<p>The inspection occurred onsite on the following date(s): September 19-22, 25-26, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> <li>Intake: #00095727 - Complaint regarding improper care/neglect of multiple residents and insufficient supply of linens</li> </ul>

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

- Housekeeping, Laundry and Maintenance Services
- Infection Prevention and Control
- Prevention of Abuse and Neglect

## **INSPECTION RESULTS**

### **WRITTEN NOTIFICATION: General Requirements for Programs**

**NC #001** Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.  
Non-compliance with: O. Reg. 246/22, s. 34 (2)

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The licensee has failed to ensure that any actions taken with respect to a resident under a program, including assessments, reassessments, interventions and the resident's responses to interventions were documented.

**Rationale and Summary:**

A staff member was to provide care to multiple residents. The staff member said they provided care, but there was no documentation indicating that.

The DOC stated that documentation should have been completed.

By failing to document assessments of a resident related to a program, the documentation was inaccurate.

Sources: residents' documentation survey report, interviews with staff.

[705769]