

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: March 8, 2024	
Inspection Number: 2024-1102-0002	
Inspection Type: Complaint	
Licensee: Clurelea Ltd.	
Long Term Care Home and City: Good Samaritan Nursing Home, Alliston	
Lead Inspector Romela Villaspir (653)	Inspector Digital Signature

INSPECTION SUMMARY

The inspection occurred onsite on February 28, 2024, and offsite on March 5, 2024.

The following Complaint intake was inspected:

- Intake: #00109753 related to medication management and resident care and support services.

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

- Resident Care and Support Services
- Medication Management
- Infection Prevention and Control

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INSPECTION RESULTS

COMPLIANCE ORDER CO #001 PLAN OF CARE

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

The licensee shall:

1. Review the grounds of this Compliance Order (CO) as a case study, with all full-time and part-time night Personal Support Workers (PSWs), Registered Practical Nurses (RPNs), and Registered Nurses (RNs). The purpose of this case study is for all night staff to learn from this incident and prevent a recurrence.
2. Develop an audit tool to determine whether all residents in the North and South Home Areas (HAs) who require a certain level of assistance for care receive the required assistance during the night shift, as per their plan of care.
3. Conduct the audits on a daily basis for two weeks on both HAs, and at the end of the two-week auditing period, analyze the results of the audits to identify any gaps. Communicate the identified gaps to all night staff, in addition to addressing those gaps.

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4. Maintain records of items #1 to #3 including the auditor, the dates and times of the audits, the residents who required two staff assistance, staff audited, results and analysis of the audits, and actions taken.

Grounds

The licensee failed to ensure that the care set out in a resident's plan of care was provided to the resident as specified in the plan.

Rationale and Summary

The Ministry of Long-Term Care (MLTC) received a complaint related to the care received by a resident.

A review of the home's video surveillance, ambulance call report, and interviews with the Primary Care Paramedics (PCPs) and a RN, identified that the resident fell out of bed while not receiving the required assistance for their care as specified in their plan of care.

The resident suffered serious injuries, and the resident passed away a short time after.

Sources: The home's investigation notes, County of Simcoe Ambulance Call Report, resident's clinical health records; The home's video surveillance; Interviews with the PCPs, RN, the Director of Resident Care (DRC), and the Administrator. [653]

This order must be complied with by April 17, 2024

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

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e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

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Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.