

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: March 7, 2025

Inspection Number: 2025-1267-0001

Inspection Type:

Complaint
Critical Incident

Licensee: Heritage Green Nursing Home

Long Term Care Home and City: Heritage Green Nursing Home, Stoney Creek

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 20, 21, 25-28, 2025 and March 3, 2025.

The following intake(s) were inspected:

- Intake: #00139001 - Complaint related to prevention of abuse and neglect, continence care and bowel management.
- Intake: #00139738 - CI 2776-000005-25 - 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

INSPECTION RESULTS

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

WRITTEN NOTIFICATION: Plan of Care

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

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 plan of care for a resident indicated that they were assessed to require a mobility device. The Director of Care (DOC) acknowledged that care set out in the plan of care was not provided to the resident when the mobility device sat unused for two days when the resident required it.

Sources: resident clinical record; LTC home complaint log and investigative notes; interviews with DOC and Occupational Therapist (OT).

WRITTEN NOTIFICATION: Nursing and Personal Support Services

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

Non-compliance with: O. Reg. 246/22, s. 48

Availability of supplies

s. 48. Every licensee of a long-term care home shall ensure that supplies, equipment and devices are readily available at the home to meet the nursing and personal care needs of residents.

The licensee failed to ensure that supplies were readily available to meet the personal care needs of a resident when the home did not provide them the appropriate transferring device. The DOC acknowledged that the home did not have an adequate supply of the equipment to meet the personal care needs of the resident.

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Sources: resident clinical record; LTC home complaint log and investigative notes, interview with the DOC.

WRITTEN NOTIFICATION: Nutritional Care and Hydration Programs

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 76 (c)

Dietary services

s. 76. Every licensee of a long-term care home shall ensure that the dietary services component of the nutritional care and dietary services program includes,

(c) dining and snack service; and

The licensee failed to ensure that their dietary services program which included snack service, was complied with for a resident.

In accordance with O. Reg 246/22 s.11. (1) (b), the licensee is required to ensure the dietary services program that included snack service, was complied with.

The home's policy "Activities of Daily Living: Nutrition" last reviewed November 22, 2024, directed staff to offer a beverage to each resident and document intake on Point of Care (POC) and any changes in patterns of taking or refusal of nourishments. The DOC acknowledged the expectation was for staff to document accurately in POC following the consumption of the beverage.

On a specified date in 2024, a staff member reported that they provided the resident with 125 ml AM snack beverage. The staff member documented in the POC task the resident consumed 125 millilitres (ml). The DOC acknowledged that the PSW had not

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

ensured the amount the resident consumed and therefore, the documentation was not accurate.

Sources: resident clinical record; LTC home's policy Activities of Daily Living: Nutrition, interviews with DOC and a staff member.

Ministry of Long-Term Care

Long-Term Care Operations Division

Long-Term Care Inspections Branch

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

Hamilton District

119 King Street West, 11th Floor

Hamilton, ON, L8P 4Y7

Telephone: (800) 461-7137