

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

Public Report

Report Issue Date: January 8, 2025

Inspection Number: 2025-1523-0001

Inspection Type:

Complaint

Critical Incident

Licensee: The Ottawa Jewish Home for the Aged

Long Term Care Home and City: Hillel Lodge, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 2, 6, 8, 2025

The following intake(s) were inspected:

- Intake: #00131059 - Critical Incident related to Improper/Incompetent care of a resident
- Intake: #00134788 - Complaint related to furniture's and care needs.

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

Resident Care and Support Services
Infection Prevention and Control
Prevention of Abuse and Neglect

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INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

Non-compliance with: FLTCA, 2021, s. 6 (1) (c)

Plan of care

s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

(c) clear directions to staff and others who provide direct care to the resident; and

The licensee has failed to ensure clear directions to staff and others who provide direct care to a resident were documented in the plan of care related to catheter care.

Sources: review of plan of care and interviews with the Director of Care (DOC) and the Resident Assessment Instrument Coordinator (RAI).

On January 8, 2025, the plan of care was updated with the specific interventions required for that resident's catheter care.

Date Remedy Implemented: January 8, 2025