

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

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Public Report

| |
|---|
| Report Issue Date: March 6, 2026 |
| Inspection Number: 2026-1478-0001 |
| Inspection Type: Proactive Compliance Inspection |
| Licensee: Haliburton Highlands Health Services Corporation |
| Long Term Care Home and City: Hyland Crest, Minden |

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 2-6, 2026

The following intake(s) were inspected:

- One intake: a Proactive Compliance Inspection

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

Skin and Wound Prevention and Management
Medication Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 1.

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

1) Two residents required assistance by staff to perform an activity of daily living. Implementation of these interventions by staff were not documented as complete.

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

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

2) Two residents who both had a diagnosis that required scheduled treatments, did not have their treatments documented as complete.

Sources: Two resident's electronic health record records, interviews with a Registered Practical Nurse (RPN), Registered Nurse (RN), and DOC (Director of Care).

WRITTEN NOTIFICATION: Skin and Wound Care

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

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (iv)

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

(iv) is reassessed at least weekly by an authorized person described in subsection (2.1), if clinically indicated;

A resident's area of altered skin integrity was not reassessed weekly, on a number of occasions during an identified time period.

Sources: A resident's electronic health records, interviews with an RN and the DOC, the home's policy titled 'Skin and Wound Management Program.

WRITTEN NOTIFICATION: Safe storage of drugs

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

Non-compliance with: O. Reg. 246/22, s. 138 (1) (b)

Safe storage of drugs

s. 138 (1) Every licensee of a long-term care home shall ensure that,

(b) controlled substances are stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart.

A controlled substance was found in an unlocked refrigerator in a medication room that was not equipped with a separate, locked, stationary area for the safe storage of the controlled substance.



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

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

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Sources: Observations during the inspection; interviews with an RPN, and the Administrator.



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**

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965