

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: December 16, 2024

Inspection Number: 2024-1493-0005

Inspection Type:

Complaint
Critical Incident

Licensee: Niagara Ina Grafton Gage Village

Long Term Care Home and City: Niagara Ina Grafton Gage Village, St Catherines

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: December 2-5, 2024

The following intakes were inspected:

- Intake: #00129129- Complaint related to resident care and support services and neglect.
- Intake: #00120114- Critical Incident (CI) related to Infection Prevention and Control (IPAC)
- Intake: #00121933- CI related to IPAC.

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

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

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Plan of Care

NC #001 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.

The licensee has failed to ensure that a resident's provision of care set out in their plan of care was documented.

Rationale and Summary

A resident's Point of Care (POC) records in a specified time indicated missing documentation for various activities of daily living (ADL) for care tasks on multiple dates and shifts. The Director of Resident Care (DRC) acknowledged the incomplete documentation and explained that staff documentation should be completed before the end of their shift.

Failure to document a resident's provision of care may have resulted in care not being provided as per their plan of care.

Sources: A resident's clinical records and interviews with the DRC and staff.

WRITTEN NOTIFICATION: Infection Prevention and Control Program

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

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

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(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

The licensee has failed to ensure that the Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes, revised September 2023, was implemented.

A) The IPAC Standard for Long-Term Care Homes, indicated under section 5.2 that the IPAC policies and procedures were reviewed at least annually for completeness, accuracy, and alignment with evidence and best practice, and were updated based on that review.

Rationale and Summary

IPAC policies for the home were reviewed and it was noted that three policies related to contact and droplet precautions, and hand hygiene were last reviewed October 2022. Furthermore, 14 policies related to outbreak planning and response were last reviewed June 2015.

Failure to ensure that IPAC policies and procedures were reviewed at least annually put residents at risk for potential spread of infections as the policies and procedures may no longer have been based on evidence and best practices.

Sources: The home's IPAC policies and interview with the IPAC Coordinator.

B) The IPAC Standard for Long-Term Care Homes, indicated under section 5.6 that the licensee shall ensure that there were policies and procedures in place to determine the frequency of surface cleaning and disinfection using a risk stratification approach.

Rationale and Summary

The home's IPAC and Housekeeping policies were reviewed and there was no policy in place to determine the frequency of surface cleaning and disinfection

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using a risk stratification approach.

Failure to ensure that there were policies in place related to the frequency of surface cleaning and disinfection put residents at risk for potential spread of infections as the policies and procedures may not have been based on current evidence and best practices.

Sources: The home's IPAC and Housekeeping policies and interview with the IPAC Coordinator.