

**Ministry of Long-Term Care**

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

**London District**

130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

## Public Report

<b>Report Issue Date:</b> April 14, 2026
<b>Inspection Number:</b> 2026-1561-0002
<b>Inspection Type:</b> Complaint
<b>Licensee:</b> Corporation of the City of Brantford and the Corporation of the County of Brant
<b>Long Term Care Home and City:</b> John Noble Home, Brantford

## INSPECTION SUMMARY

The inspection occurred onsite on the following dates: April 1, 2, 7 - 10, 13 and 14, 2026

The following intakes were inspected:

- Intake: #00172954 - Complaint related to infection prevention and control, medication management and residents' rights and choices
- Intake: #00173692 - Complaint related to 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  
Residents' Rights and Choices

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Right to quality care and self-determination

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

**Non-compliance with: FLTCA, 2021, s. 3 (1) 19. iv.**

Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

19. Every resident has the right to,

iv. have their personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.

Resident personal health information was not protected as was required according to the home's policy.

**Sources:** Observations and policy.

### WRITTEN NOTIFICATION: Medication management system

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

**Non-compliance with: O. Reg. 246/22, s. 123 (3) (a)**

Medication management system

s. 123 (3) The written policies and protocols must be,

(a) developed, implemented, evaluated and updated in accordance with evidence-

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based practices and, if there are none, in accordance with prevailing practices; and

The home's medication management system was not followed when medication and vaccine fridge temperatures were not recorded as per the home's policy.

**Sources:** Medication and Vaccine Fridge Temperature Logbooks, policy and interviews with staff.

## **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.

The licensee did not ensure that controlled substances were secured as required when two narcotic bins, within locked medication carts, were observed to be unlocked.

**Sources:** Observations and interviews with staff.