

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: March 6, 2026

Inspection Number: 2026-1002-0001

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: Omni Quality Living (East) Limited Partnership by its general partner, Omni Quality Living (East) GP Ltd.

Long Term Care Home and City: Kentwood Park, Picton

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 24-27, and March 2-5, 2026

The inspection occurred offsite on the following date(s): March 6, 2026

The following intake(s) were inspected:

- Intake: #00162992 - Follow-up #: 1 to CO #001 (HP) O. Reg 246/22, s. 140 (2) - related to medication administration, CDD of January 2, 2026.
- Intake: #00162994 - Follow-up #: 1 to CO #002, FLTCA, 2021, s. 6 (1) (c) - related to plan of care, CDD of February 12, 2026
- Intake: #00162993 - Follow-up #: 1 to CO #003, O. Reg 246/22, s. 108 - related to dealing with complaints, CDD of February 12, 2026.
- Intake: #00162991 - Follow-up #: 1 to CO #004, O. Reg 246/22, s. 123 (3) (a) - related to medication management system, CDD of February 12, 2026.
- Intake: #00163678 - CIS# 0893-000037-25 - Alleged Improper/Incompetent treatment of a resident by staff.
- Intake: #00164308 - Complaint - regarding nutrition and hydration of a resident.

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- Intake: #00164656 - CIS# 0893-000038-25 - Alleged Neglect of resident by staff.
- Intake: #00167803 - CIS# 0893-000003-26 - Alleged Physical abuse of a resident by staff.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

- Order #001 from Inspection #2025-1002-0006 related to O. Reg. 246/22, s. 140 (2)
- Order #002 from Inspection #2025-1002-0006 related to FLTCA, 2021, s. 6 (1) (c)
- Order #003 from Inspection #2025-1002-0006 related to O. Reg. 246/22, s. 108
- Order #004 from Inspection #2025-1002-0006 related to O. Reg. 246/22, s. 123 (3) (a)

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

- Resident Care and Support Services
- Skin and Wound Prevention and Management
- Medication Management
- Food, Nutrition and Hydration
- Prevention of Abuse and Neglect
- Reporting and Complaints

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Reporting certain matters to Director

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

Non-compliance with: FLTCA, 2021, s. 28 (1) 2.

Reporting certain matters to Director

s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

On a specified date in January 2026, a resident alleged that a staff member physically abused them on earlier specified date in January 2026. The home reported the alleged physical abuse to the director the next day.

Sources: Critical Incident Report, a resident's progress notes, and interviews with the Director of Care (DOC).

WRITTEN NOTIFICATION: Dining and snack service

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

Non-compliance with: O. Reg. 246/22, s. 79 (2) (a)

Dining and snack service

s. 79 (2) The licensee shall ensure that,

(a) no person simultaneously assists more than two residents who need total assistance with eating or drinking; and

On a specified date in March, 2026 during lunch service in the restorative dining room, the inspector observed four residents who required total assistance with eating and drinking simultaneously being assisted with their meal by one staff

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member for a period of twelve minutes.

Sources: Inspector observation and interview with the (DOC).