

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

## Original Public Report

Report Issue Date: October 18, 2024
Inspection Number: 2024-1497-0007
Inspection Type: Complaint
Licensee: Maxville Manor
Long Term Care Home and City: Maxville Manor, Maxville

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 24 -27, 2024, October 1 - 4, 2024, October 7 - 11, 2024 and October 15 -16, 2024

The following intake(s) were inspected:

- Intake: #00119970, Intake: #00126850, Intake: #00127365 and Intake: #00127457 - Complaint with concerns regarding the care of a resident.

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services  
Residents' and Family Councils  
Infection Prevention and Control  
Prevention of Abuse and Neglect  
Quality Improvement  
Staffing, Training and Care Standards

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Resident and Family/Caregiver Experience Survey

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

Non-compliance with: FLTCA, 2021, s. 43 (5) (c)

Resident and Family/Caregiver Experience Survey

s. 43 (5) The licensee shall ensure that,

(c) the documentation required by clauses (a) and (b) is made available to residents and their families; and

The licensee has failed to ensure that the Resident and Family/Caregiver Survey results for the 2023 fiscal year was made available to the Family and Resident Council, to seek their advice for input with the Annual Quality Action plan for the home.

Sources: Interview with Chief Executive Officer.

### WRITTEN NOTIFICATION: Continuous quality improvement initiative report

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

Non-compliance with: O. Reg. 246/22, s. 168 (2) 5.

Continuous quality improvement initiative report

s. 168 (2) The report required under subsection (1) must contain the following

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information:

5. A written record of,
  - i. the date the survey required under section 43 of the Act was taken during the fiscal year,
  - ii. the results of the survey taken during the fiscal year under section 43 of the Act, and
  - iii. how, and the dates when, the results of the survey taken during the fiscal year under section 43 of the Act were communicated to the residents and their families, Residents' Council, Family Council, if any, and members of the staff of the home.

The licensee has failed to ensure the home's Continuous Quality Improvement (CQI) initiative report, dated March 14, 2024, contained a written record of,

- i. the date the survey required under section 43 of the Act, and
- ii. the results of the survey taken for the 2023 fiscal year under section 43 of the Act, and
- iii. how, and the dates when the results of the survey taken for the 2023 fiscal year under section 43 of the Act were communicated to the residents and their families, Residents' Council, Family Council, if any and members of the staff of the home.

Sources: CQI initiative report for the 2023/2024 fiscal year dated March 14, 2024, and interview with Chief Executive Officer.

## WRITTEN NOTIFICATION: Continuous quality improvement initiative report

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

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Non-compliance with: O. Reg. 246/22, s. 168 (2) 6. i.

Continuous quality improvement initiative report

s. 168 (2) The report required under subsection (1) must contain the following information:

6. A written record of,

i. the actions taken to improve the long-term care home, and the care, services, programs and goods based on the documentation of the results of the survey taken during the fiscal year under clause 43 (5) (b) of the Act, the dates the actions were implemented and the outcomes of the actions,

The licensee has failed to ensure that the home's Quality Improvement report dated March 14, 2024, contained a written record of the actions taken to improve the long-term care home, and the care, services, programs and goods based on the documentation of the results of the survey taken for the 2023 fiscal year under clause 43(5) (b) of the Act.

Sources: Quality Improvement report, March 14, 2024, and interview with Chief Executive Officer (CEO).