

Original Public Report

Report Issue Date June 16, 2022
Inspection Number 2022_1329_0001
Inspection Type
 Critical Incident System Complaint Follow-Up Director Order Follow-up
 Proactive Inspection SAO Initiated Post-occupancy
 Other _____

Licensee
AXR Operating (National) LP, by its general partners

Long-Term Care Home and City
The Meadows, Ancaster

Lead Inspector
Cathy Fediash #214

Inspector Digital Signature

Additional Inspector(s)
Cathie Robitaille #536
Yvonne Walton #169
Nishy Francis #740873 was also present during this inspection.

INSPECTION SUMMARY

The inspection occurred on the following date(s): May 26, 27, 31, June 1, 2, 3, 6, 7, 8, 9, 2022.

The following intake(s) were inspected:

- 008398-22 (2844-000015-22) related to fall prevention and reporting requirements.
- 021021-21 (2844-000015-21) related to fall prevention.
- 014965-21 (2844-000009-21) related to fall prevention.
- 014032-21 (2844-000008-21) related to prevention of abuse and neglect.
- 013983-21 (2844-000007-21) related to improper care.

The following intakes were completed in this Critical Incident System (CIS) Inspection:

- 000868-22 (2844-000003-22) related to fall prevention.
- 020969-21 (2844-000014-21) related to fall prevention.

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

- Falls Prevention and Management
- Infection Prevention and Control (IPAC)
- Prevention of Abuse and Neglect

- Reporting and Complaints
- Resident Care and Support Services

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were findings of non-compliance.

WRITTEN NOTIFICATION [REPORTS RE: CRITICAL INCIDENTS]

NC#01 Written Notification pursuant to FLTCA, 2021, s. 154(1)1

Non-compliance with: O. Reg. 79/10, s. 107 (3.1) (b)

The licensee failed to ensure that the Director was informed when resident #001 went to the hospital and sustained an injury that resulted in a significant change in the resident's health condition.

A resident experienced a fall that resulted in a significant change in their health condition.

The licensee was required to submit a CIS report within three calendar days of the incident occurring. The report was submitted 39 days later.

It was confirmed the CIS was not submitted within the required time frames as outlined.

There was low risk to the resident when the Director was informed 39 days later of this incident with injury, transfer to hospital and a significant change in the resident's health condition.

Sources: CIS #2844-000015-22; resident's progress notes, care plan, home's investigative notes, and an interview with the ED.

Yvonne Walton #169

REVIEW/APPEAL INFORMATION

TAKE NOTICE

The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the *Fixing Long-Term Care Act, 2021* (Act). The

licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB).

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include,

- (a) the portions of the order or AMP in respect of which the review is requested. Please include the inspection report # and the order or AMP #;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON M7A 1N3
email: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- registered mail, is deemed to be made on the fifth day after the day of mailing
- email, is deemed to be made on the following day, if the document was served after 4 p.m.
- commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- An order made by the Director under sections 155 to 159 of the Act.
- An AMP issued by the Director under section 158 of the Act.
- The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:



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

Hamilton Service Area Office
119 King Street West, 11th Floor
Hamilton ON L8P 4Y7
Telephone: 1-800-461-7137
HamiltonSAO.moh@ontario.ca

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON M5S 1S4

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON M7A 1N3
email: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.