

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

Original Public Report	
Report Issue Date: June 19, 2023	
Inspection Number: 2023-1050-0005	
Inspection Type: Complaint Critical Incident System	
Licensee: Rykka Care Centres LP	
Long Term Care Home and City: Cooksville Care Centre, Mississauga	
Lead Inspector Parminder Ghuman (706988)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY
<p>The inspection occurred onsite on the following date(s): June 7- 9, 12-15, 2023.</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake # 00087841- CIS # 2124-000017-23 - Improper/Incompetent treatment of resident by Staff for plan of care related to change in condition and skin and wound care. • Intake # 00088250 - IL-13329-CW - Complainant with concerns regarding abuse of resident, plan of care, continence care, bathing, foot care, social activities and laundry services. Related to hip fracture, bruising, diagnosis of sepsis, pain and temperature management, linens and personal items missing.

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

Resident Care and Support Services
Infection Prevention and Control

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Documentation policy not complied with

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

Non-compliance with: O. Reg. 246/22, s. 11 (1) (b)

Rationale and Summary

In accordance with O. Reg 246/22, s.11 (1) (b) the licensee was required to ensure that the assessment/documentation policy should include but not be limited to: any incidents and/or complaints, Communication with physician or families and any observations about resident's condition must be documented, that the policy was complied with.

Specifically, staff did not comply with documentation of communication with family and observations about resident's change in condition. The policy directed that any communication with physician or families and any observations about resident's change in condition must be documented.

The DOC confirmed that communication with family and observations about resident's change in condition was not compliant with the home's assessment/documentation policy.

There was potential risk when not documenting the resident's change in health condition that lead to transfer of resident to the hospital.

Sources: Resident's progress notes, licensee's "ASSESSMENT/DOCUMENTATION Policy, Reviewed March 3, 2023 and interviews with staff and DOC.

[706988]

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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;
- (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
e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

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

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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:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) 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:

Health Services Appeal and Review Board

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

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: 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.