

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

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: October 24, 2025

Inspection Number: 2025-1381-0006

Inspection Type:
Critical Incident

Licensee: Mon Sheong Foundation

Long Term Care Home and City: Mon Sheong Richmond Hill Long Term Care Centre, Richmond Hill

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 21-24, 2025

The following intake(s) were inspected:

- An intake related to a fall of a resident

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

Skin and Wound Prevention and Management
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

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

Non-compliance with: FLTCA, 2021, s. 6 (10) (b)

Plan of care

s. 6 (10) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when,

(b) the resident's care needs change or care set out in the plan is no longer necessary;
or

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The licensee failed to ensure that a resident's written care plan was revised after an assessment was completed.

A record review indicated that a resident received an assessment on a specific date which resulted in a change to the resident's related status. The written plan of care was not revised until a later date to reflect the change in the resident's status.

Interview conducted with the Assistant Director of Resident Care (ADORC) and they confirmed that a resident's change of status should be entered into the care plan immediately.

Sources: Resident's clinical records and interview with the ADORC.

WRITTEN NOTIFICATION: Skin and Wound Care

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

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (i)

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

(i) receives a skin assessment by an authorized person described in subsection (2.1), using a clinically appropriate assessment instrument that is specifically designed for skin and wound assessment,

The licensee failed to complete weekly skin and wound assessments for a resident using a clinically appropriate tool specifically designed for skin and wound assessment.

A record review indicated that a resident did not receive a weekly skin and wound assessment on multiple occasions. On multiple occasions, skin and wound assessments were initiated, but were incomplete.

The Assistant Director of Resident Care (ADORC) confirmed that the skin and wound assessments should be completed weekly using the wound assessment tool.

Sources: Resident's clinical records and interview with the ADORC.



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