

**Ministry of Long-Term Care**

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

**London District**

130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

## Public Report

**Report Issue Date:** January 13, 2025

**Inspection Number:** 2024-1124-0005

**Inspection Type:**

Complaint

**Licensee:** peopleCare Communities Inc.

**Long Term Care Home and City:** peopleCare Tavistock, Tavistock

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 6, 7, 2025. The inspection occurred offsite on the following date(s): January 8, 2025.

The following intake(s) were inspected:

- Intake #00135263 was a complaint regarding multiple care concerns for a resident.

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

Resident Care and Support Services  
Medication Management  
Food, Nutrition and Hydration  
Infection Prevention and Control  
Prevention of Abuse and Neglect  
Admission, Absences and Discharge

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Administration of drugs

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

**Non-compliance with: O. Reg. 246/22, s. 140 (2)**

Administration of drugs

s. 140 (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber. O. Reg. 246/22, s. 140 (2).

The licensee failed to ensure that drugs were administered to a resident as prescribed when excess doses were provided to the resident on three separate occasions in December of 2024.

**Sources:** a resident's electronic medication administration record and electronic treatment administration record, medication incident reports, progress notes, and an interview with the Acting Director of Care.