

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: August 8, 2024

Inspection Number: 2024-1286-0004

Inspection Type:

Other

Complaint

Licensee: Land O'Lakes Community Services

Long Term Care Home and City: Pine Meadow Nursing Home, Northbrook

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 31, 2024 and August 1, 2, 6, 7, 8, 2024

The following intake(s) were inspected:

- Intake: #00120760 - IL-0128463-OT - Complaint regarding continence care.
- Intake: #00120786 - IL-0128467-OT - Complaint regarding sufficient staffing and impact on medication administration and treatments.
- Intake: #00121165 - Outstanding Emergency Planning Annual Attestation

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services  
Continence Care  
Safe and Secure Home  
Infection Prevention and Control  
Staffing, Training and Care Standards

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Plan of Care

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

Non-compliance with: FLTCA, 2021, s. 6 (1) (c)

Plan of care

s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

(c) clear directions to staff and others who provide direct care to the resident

The licensee failed to ensure that the written plan of care specific to transfers and toileting for a resident, set out clear directions to staff and others who provide direct care to the resident.

SOURCES: Review of a resident's progress notes, care plan, and transfer assessment, room observations and interviews with Registered Nursing staff, Personal Support Workers, the RAI coordinator and a resident.

## WRITTEN NOTIFICATION: Plan of Care

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee failed to ensure that the care set out in the plan of care for multiple residents was provided to the residents as specified in their plan including various respiratory and urinary treatments, dressings and cream applications on a specific date.

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SOURCES: Review of a Medication Administration Audit report, Treatment Administration Audit report and interviews with the Director of Care (DOC), Administrator, registered nursing staff and residents.

## WRITTEN NOTIFICATION: Medication Management System

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

Non-compliance with: O. Reg. 246/22, s. 123 (3) (a)

Medication management system

s. 123 (3) The written policies and protocols must be,

(a) developed, implemented, evaluated and updated in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices.

The licensee failed to ensure that their written Medication Management Policy, specifically procedure item 10. d., the administration of medications at the right time, was implemented for fifteen (15) residents on a specified date.

SOURCES: Review of the Medication Management Policy, a Medication Administration Audit report and interviews with the DOC and the Administrator..

## WRITTEN NOTIFICATION: Administration of Drugs

NC #004 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).

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The licensee failed to ensure that a medication was administered to a resident in accordance with the directions for use specified by the prescriber on specific date.

SOURCES: Review of a resident's electronic Medication Administration Report (eMAR), a Medication Administration Audit report and an interview with the DOC.

### WRITTEN NOTIFICATION: Emergency Plans

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 270 (3)

Attestation

s. 270 (3) The licensee shall ensure that the Emergency Planning attestation form is submitted annually to the Director.

The licensee failed to submit the annual Emergency Planning Attestation form in December 2023 to the Director.

Sources: Interview with Administrator and a review of the Attestation form.