

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: September 23, 2024

Inspection Number: 2024-1287-0003

Inspection Type:  
Complaint  
Critical Incident

Licensee: CVH (No. 4) LP by its general partner, Southbridge Care Homes (a limited partnership, by its general partner, Southbridge Health Care GP Inc.)

Long Term Care Home and City: Pinecrest (Plantagenet), Plantagenet

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 18-20, 23, 2024.

The following critical incident intake(s) were inspected:

Intakes: #00123251, #00124345, #00125712, #00126582, related to alleged resident-to-resident physical abuse.

Intake: #00125140 related to alleged visitor-to-resident emotional abuse.

The following complaint intake(s) was inspected:

Intake: #00124684 related to resident's rights and resident care and support services.

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services  
Medication Management

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Infection Prevention and Control  
Responsive Behaviours  
Prevention of Abuse and Neglect  
Residents' Rights and Choices

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Safe storage of drugs

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

Non-compliance with: O. Reg. 246/22, s. 138 (1) (a) (ii)

Safe storage of drugs

s. 138 (1) Every licensee of a long-term care home shall ensure that,

- (a) drugs are stored in an area or a medication cart,
- (ii) that is secure and locked,

The licensee has failed to ensure that drugs were stored in a medication area that was secured and locked as the home's "Chambre Medicale" was observed to not be locked and the door could be pushed open.

Sources: Observations of the unlocked medication room and an interview with a staff member.

### WRITTEN NOTIFICATION: Security of drug supply

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

Non-compliance with: O. Reg. 246/22, s. 139 2. i.

Security of drug supply

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s. 139. Every licensee of a long-term care home shall ensure that steps are taken to ensure the security of the drug supply, including the following:

2. Access to these areas shall be restricted to,

i. persons, other than personal support workers, who may dispense, prescribe or administer drugs in the home, and

The licensee has failed to ensure that access to the home's medication room was restricted to other persons as required. The inspector observed a staff member who did not require access utilize keys to unlock and enter the "Chambre Medicale" where medications and government stock were stored in the home.

Sources: Observations of medication room, interviews with staff.