

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 3, 2024

Inspection Number: 2024-1577-0004

Inspection Type:
Complaint
Critical Incident

Licensee: United Counties of Prescott and Russell

Long Term Care Home and City: Residence Prescott et Russell, Hawkesbury

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 27, 28, 29, 30, 2024 and September 3, 2024.

The following Critical Incident (CI) intake was inspected:

- Intake: #00119552/CI# M567-000007-24 related to a respiratory outbreak.

The following Complaint intake was inspected:

- Intake: #00124579 related to skin, wound and nutritional concerns.

The following Inspection Protocols were used during this inspection:

Skin and Wound Prevention and Management
Food, Nutrition and Hydration
Infection Prevention and Control
Residents' Rights and Choices

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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 (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 has failed to ensure that a skin and wound intervention set out in the plan of care was provided to the resident as specified in the plan.

Sources: Resident care plan, observation, staff interviews.

WRITTEN NOTIFICATION: Plan of Care

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 2.

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

2. The outcomes of the care set out in the plan of care.

The licensee has failed to ensure that the outcomes of a resident's nutrition were documented as required.

Sources: Resident care plan, progress notes, Director of Care interview.

WRITTEN NOTIFICATION: Infection Prevention and Control

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

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

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s. 102 (2) The licensee shall implement,
(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

A-The licensee has failed to ensure that the Infection Prevention and Control (IPAC) standard issued by the Director for post outbreak debrief was followed; specifically under Additional Recommended Standard 4.3 which states:

The licensee shall ensure that following the resolution of an outbreak, the Outbreak Management Team and the interdisciplinary IPAC team conduct a debrief session to assess IPAC practices that were effective and ineffective in the management of the outbreak. A summary of findings shall be created that makes recommendations to the licensee for improvements to outbreak management practices.

This process was not followed by the licensee for outbreaks.

Sources: Mandatory IPAC Checklist-June 2024, Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes- April 2022, interview with IPAC Lead and Critical incident (CI) #M567-000007-24.

B-The licensee has failed to ensure that the Infection Prevention and Control (IPAC) standard issued by the Director was followed by staff related to the hand hygiene program.

Specifically related to medication preparation and administration to residents on two specific days by two different Registered Staff who had not performed self-hand hygiene.

Sources: Observations on two separate days, interviews with two Registered Staff.

C-The licensee has failed to ensure that residents were assisted to perform hand hygiene before a meal on a specific day in accordance with Director standard for Infection Prevention and Control Standard for Long-Term Care Homes section 10.2



Inspection Report Under the
Fixing Long-Term Care Act, 2021

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(c).

Sources: Observation of a meal service, Infection Prevention and Control Standard
for Long-Term Care Homes