

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: June 17, 2025

Inspection Number: 2025-1338-0002

Inspection Type:

Complaint
Critical Incident

Licensee: Liuna Local 837 Nursing Home (Hamilton) Corporation

Long Term Care Home and City: Queen's Garden, Hamilton

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: June 11-13, and 16-17, 2025.

The following intakes were inspected in this Critical Incident (CI) inspection:

- Intake #00147995 was related to alleged resident to resident abuse

The following intakes were inspected in this complaint inspection:

- Intake #00146516 was related to the communication and response system

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

Safe and Secure Home
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Documentation

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 1.

Plan of care

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

1. The provision of the care set out in the plan of care.

The licensee has failed to ensure that when two separate residents required a specific type of monitoring, the provision of the monitoring was documented as set out in the plan of care. The monitoring was supposed to be documented on every thirty minutes for five days, however both residents documentation for the provision of the monitoring was not completed in full.

Sources: The resident's clinical records, Behavioural Supports Ontario website, and interviews with staff.

WRITTEN NOTIFICATION: Maintenance services

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

Non-compliance with: O. Reg. 246/22, s. 96 (1) (b)

Maintenance services

s. 96 (1) As part of the organized program of maintenance services under clause 19 (1) (c) of the Act, every licensee of a long-term care home shall ensure that,
(b) there are schedules and procedures in place for routine, preventive and remedial maintenance.

The licensee has failed to comply with the home's maintenance services program when they did not complete call bell audits in April, 2025.

In accordance with O. Reg 246/22 s. 11 (1) (b) the licensee is required to ensure that schedules and procedures for the maintenance services program for preventive

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maintenance are complied with.

Specifically, the home's Environmental Audit Schedule indicated that an audit was to be completed monthly on the home's call bell system, which was not completed for the month of April, 2025.

Sources: Interviews with staff, and review of the home's Environmental Audit Schedule.