

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: January 16, 2025

Inspection Number: 2025-1208-0001

Inspection Type:

Critical Incident

Licensee: Revera Long Term Care Inc.

Long Term Care Home and City: Sara Vista, Elmvale

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 10, 14-16, 2025.

The following intake(s) were inspected:

- Intake: #00129267, Critical Incident #2710-000006-24- related to missing controlled substances.

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

Medication Management
Infection Prevention and Control
Palliative Care

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INSPECTION RESULTS

WRITTEN NOTIFICATION: End-of-life care

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

Non-compliance with: O. Reg. 246/22, s. 46

End-of-life care

s. 46. Every licensee of a long-term care home shall ensure that every resident receives end-of-life care when required in a manner that meets their needs.

The licensee failed to ensure that a resident's analgesic was available when it was required. There were no alternative medications administered.

Sources: review of a resident's pain assessments, progress notes, electronic medical record, and interview with an RN and the home's Executive Director.

WRITTEN NOTIFICATION: Medication management system

NC #002 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; and

The licensee failed to comply with the home's medication management system when they failed to inspect the integrity of vials of medications.

In accordance with O. Reg. 246/22 s. 11 (1)(b), the licensee is required to ensure that

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written policies for the medication management system were complied with.

Specifically, the home's medication management system stated that when counting narcotic vials, the vials must be inspected to ensure accuracy. The home concluded that nurses were not following the home's processes and identified that vials of medications had been compromised.

Sources: review of the home's policy titled: Narcotic and Controlled Drugs Management, CARE12-020-01 modified date January 26, 2022, shift change narcotic count sheets, emergency re-order form, and the home's investigation notes. Interview with Registered Nurses, Registered Practical Nurses and the home's Regional Manager.