Ontario

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

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

Toronto District
5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Public Report

Report Issue Date: January 15, 2025

Inspection Number: 2025-1580-0001

Inspection Type:
Complaint
Critical Incident

Licensee: City of Toronto

Long Term Care Home and City: Seven Oaks, Scarborough

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 8, 9, 10, 14, and 15, 2025.

The following Critical Incident System (CIS) intake(s) were inspected:
- Intake #00135526 related to infectious disease outbreak.

The following Complaint intake(s) were inspected:
- Intake #00136123 related to prevention of abuse and neglect.

The following intake(s) were completed:
- Intake #00132309 related to infectious disease outbreak.

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

Infection Prevention and Control
Prevention of Abuse and Neglect

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 (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 the care set out in a resident's behavioural plan of care was provided to the resident as specified in the plan. According to the plan, when the resident exhibits responsive behaviours, care should be provided with a specified assistance. However, on one occasion, the required assistance was not provided to the resident when they demonstrated such behaviours.

Sources: Resident's progress notes, care plan; interviews with a RPN, PSW, RN, and the Acting DON.

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