

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

Original Public Report

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|--|-----------------------------|
| Report Issue Date: July 8, 2024 | |
| Inspection Number: 2024-1109-0001 | |
| Inspection Type: Critical Incident | |
| Licensee: Southampton Care Centre Inc. | |
| Long Term Care Home and City: Southampton Care Centre, Southampton | |
| Lead Inspector Tanya Murray (000735) | Inspector Digital Signature |
| Additional Inspector(s) | |

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 18 - 21, 2024

The following intake(s) were inspected:

- Intake #00114843 - was related to fall prevention and management.

The following Inspection Protocols were used during this inspection:

Infection Prevention and Control
Falls Prevention and Management

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INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Transferring and positioning techniques

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (c)]:

The licensee shall:

a. Develop and implement an audit to be conducted three times a week for the PSW involved for a two week period to ensure that they are using safe transferring and positioning devices or techniques when assisting residents. The audit must include the person completing the audit, the date the audit was completed and any corrective actions in place as a result of identified deficiencies.

A written record must be kept of everything required under step (a) of this compliance order, until the Ministry of Long-Term Care has deemed that the licensee has complied with this order.

Grounds

The licensee failed to ensure that staff followed resident lift, transfer, and positioning guidelines to ensure the safety of a resident.

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Rationale and Summary

A resident was transferred using a mechanical lift. The safety strap was not connected during the transfer due to the resident experiencing pain. Once the resident was seated, staff left them unattended so they could assist other residents. The resident remained connected to the lift by the sling at that time. A PSW attempted to get the resident up without the assistance of another staff member. The resident then fell, sustained injuries and died.

The home's guidelines for resident transfers, lifts, and positioning stated that any transfer using a mechanical lift required the assistance of two staff members. Additionally, if a resident was left unattended, then they should be disconnected from the mechanical lift.

The home's investigation confirmed that by not attaching the safety strap on the mechanical lift the transfer was deemed unsafe.

Failure to transfer and position the resident safely resulted in injuries leading to their death.

Sources: Interviews with staff, home's policy on resident transfers, lifts and positioning guidelines, and home's internal investigation notes.

[000735]

This order must be complied with by August 19, 2024

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

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e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:



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

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Health Services Appeal and Review Board
Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.