

**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

## Public Report

**Report Issue Date:** October 28, 2025

**Inspection Number:** 2025-1510-0005

**Inspection Type:**

Complaint  
Critical Incident  
Follow up

**Licensee:**

**Long Term Care Home and City:** St. Patrick's Home, Ottawa

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 6 - 10, 14, 16, 17, 20 - 24, and 27, 2025

The following intake(s) were inspected:

- Intake: #00142962 - Follow-up #: 2 - FLTCA, 2021 - s. 19 (2) (a) related to furnishings and equipment are kept clean and sanitary, CDD extended to July 18, 2025.
- Intake: #00142963 - Follow-up #: 1 - FLTCA, 2021 - s. 19 (2) (c) related to furnishings and equipment maintained in a safe condition and in a good state of repair, CDD extended to August 25, 2025.
- Intake: #00154232 - Complaint regarding the care of a resident.
- Intake: #00154564 - Complaint regarding the care of a resident.
- Intake: #00157524 - Complaint related to Residents' Bill of Rights and alleged abuse.
- Intake: #00157901/CI #3015-000096-25 - Related to improper/incompetent treatment of a resident
- Intake: #00158679 - Complaint regarding the care of a resident.

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- Intake: #00159241 - Complaint regarding the care of a resident.
- Intake: #00159582 - Complaint related to housekeeping supplies.

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2024-1510-0006 related to FLTCA, 2021, s. 19 (2) (a)

Order #003 from Inspection #2025-1510-0001 related to FLTCA, 2021, s. 19 (2) (c)

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

Resident Care and Support Services  
Continence Care  
Housekeeping, Laundry and Maintenance Services  
Prevention of Abuse and Neglect  
Responsive Behaviours  
Staffing, Training and Care Standards  
Residents' Rights and Choices  
Falls Prevention and Management  
Restraints/Personal Assistance Services Devices (PASD) Management

## 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 (9) 1.**

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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 the provision of care set out in the plan of care was documented. Specifically, a resident's food intake including fluids and snacks was not documented on multiple occasions in the month of October 2025.

Sources: Resident's care plan, Documentation Survey Report, interview with Personal Support Worker and Registered Practical Nurse.

The licensee has failed to ensure that the provision of care set out in the plan of care was documented. Specifically, the documentation was not completed for personal hygiene within the electronic documentation system for a resident, on multiple occasions in the months of September and October 2025.

Sources: PSW and RPN interview, and resident record review.

## NOTICE OF RE-INSPECTION FEE

Pursuant to section 348 of O. Reg. 246/22 of the Fixing Long-Term Care Act, 2021, the licensee is subject to a re-inspection fee of \$500.00 to be paid within 30 days from the date of the invoice.

A re-inspection fee applies since this is, at minimum, the second follow-up inspection to determine compliance with the following Compliance Order(s) under s. 155 of the FLTCA, 2021, and/or s. 153 of the LTCHA, 2007.

Re-inspection of compliance order for intake #00142962 - Follow-up #2

Licensees must not pay a Re-Inspection Fee from a resident-care funding envelope

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provided by the Ministry [i.e., Nursing and Personal Care (NPC); Program and Support Services (PSS); and Raw Food (RF)]. By submitting a payment to the Minister of Finance, the licensee is attesting to using funds outside a resident-care funding envelope to pay the Re-Inspection Fee.