

Original Public Report

Report Issue Date September 1, 2022

Inspection Number 2022_1001_0001

Inspection Type

- Critical Incident System Complaint Follow-Up Director Order Follow-up
 Proactive Inspection SAO Initiated Post-occupancy
 Other _____

Licensee

Revera Long Term Care Inc.

Long-Term Care Home and City

Hallowell House, Picton, Ontario

Lead Inspector

Wendy Brown (602)

Inspector Digital Signature

Additional Inspector(s)

Polly Gray-Pattimore (740790)

INSPECTION SUMMARY

The inspection occurred on the following date(s): August 22 – 25 & 30, 2022

The following intake(s) were inspected:

Log# 011653-22; 010889-22; 009812-22- Complaints regarding staffing, resident care and services.

Log# 013299-22/CIS #: 0891-000007-22 – regarding a fall with injury and transfer to hospital.

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

- Falls Prevention and Management
- Infection Prevention and Control (IPAC)
- Resident Care and Support Services

INSPECTION RESULTS

WRITTEN NOTIFICATION – NURSING & PERSONAL SUPPORT SERVICES

NC#01 Written Notification pursuant to FLTCA, 2021, s. 154(1)1

Non-compliance with: O. Reg. 246/22 s. 37 (1) – Bathing

The licensee failed to ensure that each resident of the home is bathed, at a minimum of twice a week.

Rationale and summary:

Interviews with residents and staff revealed that bath team personal support workers (PSW) were frequently pulled to assist with resident care on the unit resulting in residents missing a regularly scheduled bath. A review of a bathing report confirmed that nine residents missed at least one of their two weekly baths during the period of August 1 – 26, 2022; two of the nine residents were cognitively well and confirmed they had missed at least one of their two weekly baths in the previous month. Inadequate hygiene can impair an individual's skin integrity, increase potential for infection and affect general well-being.

Sources:

August 2022 Bathing report, Bath team tracking document, interviews with residents, family, Nursing and PSW staff [602]