

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

Original Public Report

Report Issue Date: October 25, 2023	
Inspection Number: 2023-1183-0003	
Inspection Type: Proactive Compliance Inspection	
Licensee: 0760444 B.C. Ltd. as General Partner on behalf of Omni Health Care Limited Partnership	
Long Term Care Home and City: The Village Green Nursing Home, Selby	
Lead Inspector Carrie Deline (740788)	Inspector Digital Signature
Additional Inspector(s) Cathi Kerr (641)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 12, 13, 16 - 20, 23, and 24, 2023

The following intake(s) were inspected:

- Intake: #00098693 - PCI (Proactive Compliance Inspection)

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

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Medication Management
- Food, Nutrition and Hydration
- Residents’ and Family Councils
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Quality Improvement
- Residents’ Rights and Choices
- Pain Management
- Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Resident and Family/Caregiver Experience Survey

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

Non-compliance with: FLTCA, 2021, s. 43 (1)

The licensee has failed to ensure that the resident and family/caregiver experience survey is taken of the residents and their families/caregivers at least once in every year.

Rationale and Summary:

The Inspector reviewed the home's most recent resident and family/caregiver survey results, which was completed in 2021.

In an interview with the home's Administrator confirmed that the survey is to be completed annually but was not completed in 2022. They stated that the most recent survey was completed in 2021.

Failure to complete the resident and family/caregiver experience survey annually can decrease the home's ability to improve on care concerns and effectively respond to issues identified.

Sources:

Interview with Administrator #100 and the Family/Caregiver survey Results.
[740788]