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
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Toronto, ON, M2M 4K5
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Original Public Report

Report Issue Date: October 7,2024
Inspection Number: 2024-1097-0002
Inspection Type: Critical Incident
Licensee: Chartwell Master Care LP
Long Term Care Home and City: Chartwell White Eagle Long Term Care Residence, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 23-25, 2024

The following Critical Incident (CI) intake was inspected:

- Intake: #00116699/ (CI) # 2583-000002-24 - related to an outbreak.

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

Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: CMOH and MOH

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

Non-compliance with: O. Reg. 246/22, s. 272

CMOH and MOH

s. 272. Every licensee of a long-term care home shall ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act are followed in the home.

The licensee failed to ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act were followed in the home.

In accordance with the Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings, effective April 2024, section D. Contact Management, directs the Infection Prevention and Control (IPAC) Lead/ Designate to conduct weekly IPAC audits for the duration of the outbreak.

Rationale and Summary:

A Critical Incident (CI) Report was submitted to the Director and indicated a COVID-19 outbreak at the Long-Term Care Home (LTCH) from May 21 to June 5, 2024.

Upon reviewing the home's IPAC Self-Assessment audits during the outbreak, it was noted that they were completed on May 21, 2024, and then again on June 4, 2024. The IPAC Self-Assessment audit was not completed on May 28, 2024, during the home's COVID-19 outbreak.

The IPAC Lead acknowledged that the IPAC Self-Assessment audit was not completed on May 28, 2024.

Failure to complete weekly IPAC Self-Assessment audits may result in missed

opportunities to identify gaps in infection control practices

Sources: CI #2583-000002-24, Weekly IPAC Self-Assessment Audits; interview with IPAC Lead.