

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: March 17, 2025

Inspection Number: 2025-1394-0001

Inspection Type:

Critical Incident

Licensee: Halton Healthcare LTC Inc.

Long Term Care Home and City: Wyndham Manor Long Term Care Centre,
Oakville

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 12-14 and 17, 2025.

The following intake(s) were inspected:

- Intake: #00131560 - Critical incident (CI) 2910-000027-24 - related to prevention of abuse and neglect.

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to protect

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

The licensee failed to ensure that a resident was protected from physical abuse by a co-resident.

As per Ontario Regulation 246/22, section 2 defines physical abuse as "the use of physical force by a resident that causes physical injury to another resident; ("mauvais traitements d'ordre physique)".

A co-resident pushed another resident to the floor, which resulted in injury.

Sources: Residents' clinical records, home's video surveillance of the incident, and interview with staff.

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

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