

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

Central West District
609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Original Public Report	
Report Issue Date: October 12, 2023	
Inspection Number: 2023-1410-0005	
Inspection Type: Critical Incident	
Licensee: Steeves & Rozema Enterprises Limited	
Long Term Care Home and City: St. Andrew's Terrace Long Term Care Community, Cambridge	
Lead Inspector Brittany Nielsen (705769)	Inspector Digital Signature
Additional Inspector(s) Dianne Tone (000686)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 4-6, 2023

The following intakes were inspected:

- Intake: #00085794 related to an allegation of staff to resident neglect
- Intake: #00085802 and #00095772 related to falls prevention and management

The following intakes were completed in this inspection:

- Intake: #00088705 and #00090648 were related to falls

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

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

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Notification regarding Incidents

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

Non-compliance with: O. Reg. 246/22, s. 104 (1) (b)

The licensee has failed to ensure that a resident's substitute decision maker (SDM) was notified of an allegation of neglect within 12 hours of the licensee becoming aware of the allegation.

Rationale and Summary

An allegation of neglect was brought forward to the home regarding a resident. The resident's SDM was not notified.

The Administrator said that the resident's SDM should have been notified immediately.

By failing to notify the resident's SDM, they were not aware of the allegation of neglect.

Sources: interview with staff, Critical Incident report

[705769]