

Ministry of Long-Term Care

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

Toronto District

5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Original Public Report

Report Issue Date: August 1, 2024

Inspection Number: 2024-1425-0002

Inspection Type:

Critical Incident

Licensee: Hellenic Home for the Aged Inc.

Long Term Care Home and City: Hellenic Home - Scarborough, Scarborough

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 22, 23, 24, 25, 26, 2024

The following intake(s) were inspected during Critical Incident system (CIS) inspection:

- Intake: #00112863/CIS#2941-000008-24 related to improper care of a resident.
- Intake: #00117463/CIS#2941-000011-24 related to a disease outbreak.

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

Food, Nutrition and Hydration
Medication Management
Infection Prevention and Control

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Housekeeping

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

Non-compliance with: O. Reg. 246/22, s. 93 (2) (b) (iii)

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(b) cleaning and disinfection of the following in accordance with manufacturer's specifications and using, at a minimum, a low level disinfectant in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices:

(iii) contact surfaces;

The licensee has failed to ensure that procedures for the cleaning and disinfection of surfaces were implemented for high touch areas in residents' rooms in accordance with manufacturer's specifications and using, at a minimum, a low-level disinfectant in accordance with evidence-based practices and, if there were none, in accordance with prevailing practices.

Rationale and Summary

A housekeeper indicated that high touch areas in the rooms of residents were cleaned and disinfected using a light duty cleaner.

A wall mounted ES65H cleaning and disinfection solution dispenser was observed on the second-floor housekeeper's room. The ES65H hydrogen peroxide disinfectant cleaner signage indicated light duty cleaner to be used for glass and surface cleaning and disinfectant/sanitizer to be used for high touch contact areas.

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The Environmental Service Manager (ESM) confirmed that the housekeeper did not use the appropriate product for cleaning and disinfection of high touch areas in residents' rooms. In addition, the ESM confirmed the required product to be used on high touch areas was disinfectant/sanitizer.

Failure to use the correct disinfectant on high touch areas can lead to an increase in the spread of infections.

Sources: Review of signage for cleaning/disinfectant solutions, interviews with Housekeeper and ESM.