

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: December 23, 2024
Inspection Number: 2024-1619-0005
Inspection Type: Complaint Critical Incident
Licensee: The Corporation of Norfolk County
Long Term Care Home and City: Norview Lodge, Simcoe

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: December 10, 12, 16, 18, 2024
The inspection occurred offsite on the following date: December 6, 2024

The following intakes were inspected:

- Intake: #00130687 - CIS: M624-000034-24 - Related to falls prevention and management
- Intake: #00130943 - Complaint related to falls prevention and management

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

- Infection Prevention and Control
- Safe and Secure Home
- Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

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

Non-compliance with: FLTCA, 2021, s. 6 (1) (c)

Plan of care

s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

(c) clear directions to staff and others who provide direct care to the resident; and

The licensee has failed to ensure that there was clear direction to staff related to a resident's plan of care.

Rationale and Summary:

The resident had a revision to their plan of care which staff did not fully update as per the home's expectations. Therefore, there were inconsistencies in the resident's plan of care which resulted in the revision not being followed.

Sources: Resident's health care records, policy, and interviews with staff.