

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: March 4, 2025

Inspection Number: 2025-1619-0002

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 date(s): February 25, 26, 27, 2025 and March 3, 4, 2025

The inspection occurred offsite on the following date(s): February 28, 2025

The following intake(s) were inspected:

- Intake: #00134787/Critical Incident System (CIS) report #M624-000036-24 related to falls prevention and management;
- Intake: #00135113/ CIS #M624-000038-24 related to resident abuse;
- Intake: #00135888 Complaint related to dietary management;
- Intake: #00137070/CIS #M624-000002-25 related to disease outbreak;
- Intake: #00138784/CIS #M624-000006-25 related to disease outbreak.

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

- Food, Nutrition and Hydration
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to Protect

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 has failed to ensure that a resident was protected from abuse by a staff member.

Sources: Review of Critical Incident System report #M624-000038-24, the resident's clinical records, and the home's investigation notes; and interviews with the resident, Supervisor of Nursing and Personal Care #113, the Administrator and other staff.

WRITTEN NOTIFICATION: Infection Prevention and Control Program

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

The licensee has failed to comply with any standard or protocol issued by the

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Director with respect to infection prevention and control.

Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes 9.1 (f) dated April 2022, states, the licensee shall ensure that Routine Practices and Additional Precautions are followed in the IPAC program. At minimum, Additional Precautions shall include additional Personal Protective Equipment (PPE) requirements including appropriate selection application, removal and disposal.

Specifically, two Personal Support Workers did not wear full PPE as was required when providing care to a resident who was on additional precautions.

Sources: Observations, review of resident care plan and interviews with staff.