

**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:** January 28, 2025

**Inspection Number:** 2025-1459-0001

**Inspection Type:**

Complaint  
Critical Incident  
Follow up

**Licensee:** St. Joseph's Health System

**Long Term Care Home and City:** St. Joseph's Lifecare Centre, Brantford

**INSPECTION SUMMARY**

The inspection occurred onsite on the following dates: January 23, 24, 27, and 28, 2025.

The following intakes were inspected:

- Intake: #00135274 - related to Follow-up # 1 of Compliance Order (CO) #003 from inspection #2024-1459-0007
- Intake: #00134861 / Critical Incident (CI) #2976-000068-24 - related to a resident fall with injury
- Intake: #00135295 / CI #2976-000070-24 - related to a disease outbreak
- Intake: #00135330 / CI #2976-000071-24 - related to a disease outbreak
- Intake: #00135566 / CI #2976-000072-24 - related to a disease outbreak
- Intake: #00136991 / CI #2976-000003-25 - related to a disease outbreak
- Intake: #00136895 - related to a complaint regarding medication errors

The following intakes were also completed:

- Intake: #00134542 / CI #2976-000066-24 - related to a resident fall with injury

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- Intake: #00136454 / CI #2976-000002-25 - related to a resident fall with injury

### Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #003 from Inspection #2024-1459-0007 related to O. Reg. 246/22, s. 12 (1) 2.

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

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

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Infection Prevention and Control

NC #001 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.

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The licensee has failed to ensure the Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes, issued by the Director, was complied with.

**In accordance with Additional Precautions 9.1 (f)** under the IPAC Standard for Long-Term Care Homes (April 2022, revised September, 2023), the licensee failed to ensure a staff member properly applied their personal protective equipment (PPE) upon entering a resident's room, which had additional precautions in place during a confirmed infectious disease outbreak.

**Sources:** observations of staff entering a resident's room on additional precautions, review of the home's outbreak management policy, and staff interviews.

## **WRITTEN NOTIFICATION: Administration of drugs**

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

**Non-compliance with: O. Reg. 246/22, s. 140 (2)**

Administration of drugs

s. 140 (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber.

The licensee has failed to ensure a staff member administered drugs to a resident in accordance with the directions for use specified by the provider. The staff member did not administer drugs to a resident as specified by the provider on multiple occasions.

**Sources:** review of a resident's medication administration record and progress notes, and staff interviews.