

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: July 18, 2025

Inspection Number: 2025-1707-0005

Inspection Type:

Critical Incident

Licensee: Partners Community Health

Long Term Care Home and City: Wellbrook Place East, Mississauga

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 9, 10 & 15-18, 2025.

The following intake(s) were inspected:

- Intake: #00143744: Critical Incident (CI) related to resident care and support services.
- Intake: #00144316: CI related to prevention of abuse and neglect.
- Intake: #00146253: CI related to infection prevention and control.
- Intake: #00146673: CI related to prevention of abuse and neglect.

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

Resident Care and Support Services
Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Infection Prevention and Control Program

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. O. Reg. 246/22, s. 102 (2).

The licensee has failed to ensure that any standard or protocol issued by the Director with respect to infection prevention and control was implemented.

A. The Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes revised September 2023, indicated under section 9.1 that Additional Precautions were to be followed in the IPAC program which included (b) hand hygiene, including, but not limited to, at the four moments of hand hygiene (before initial resident/resident environment contact; before any aseptic procedure; after body fluid exposure risk, and after resident/resident environment contact).

On four occasions, staff were noted to come in contact with the residents but failed to perform hand hygiene either before or after their contact with the residents and their environment.

B. The Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes revised September 2023, indicated under section 10.2 (c). The licensee shall ensure that the hand hygiene program for residents has a resident centered approach with options for residents, while ensuring that hand hygiene is being adhered to. The

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hand hygiene program for residents shall include: assistance to residents to perform hand hygiene before meals and snacks.

On a specified date, it was observed that twenty-one residents in the dining room did not receive assistance to perform hand hygiene before their lunch meal.

Sources: Observations, Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes (revised September 2023), Hand Hygiene Policy.