

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: August 18, 2025
Inspection Number: 2025-1707-0006
Inspection Type: Complaint Critical Incident
Licensee: Partners Community Health
Long Term Care Home and City: Wellbrook Place East, Mississauga

INSPECTION SUMMARY

The inspection occurred on-site on the following date(s): August 6-8, 12, 13, 15 & 18, 2025

The inspection occurred off-site on the following date(s): August 11, 2025

The following intake(s) were inspected:

- Intake: #00147887 - Critical Incident (CI) related to prevention of abuse and neglect.
- Intake: #00148746 - CI related to falls prevention and management.
- Intake: #00153561 - Complaint related to resident care and support services.
- Intake: #00153577 - CI related to resident care and support services.

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

Resident Care and Support Services
Food, Nutrition and Hydration
Prevention of Abuse and Neglect
Responsive Behaviours
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care - Based on Assessment of Resident

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

Non-compliance with: FLTCA, 2021, s. 6 (2)

Plan of care

s. 6 (2) The licensee shall ensure that the care set out in the plan of care is based on an assessment of the resident and on the needs and preferences of that resident.

The licensee has failed to ensure that a resident's plan of care related to an intervention was based on an assessment and on their needs and preferences.

A resident was admitted to the home with a medical diagnosis. The home's Hygiene and Grooming Policy stated that a specific intervention shall only be completed by registered staff and that it was the responsibility of all registered nursing staff to provide this intervention as indicated. A Screening tool was completed on admission, however the resident's plan of care was not updated to include the intervention as required.

Sources: Hygiene and Grooming Policy, resident's clinical records, staff interviews.

WRITTEN NOTIFICATION: Plan of Care

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

Non-compliance with: O. Reg. 246/22, s. 29 (3) 9.

Plan of care

s. 29 (3) A plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident:

9. Disease diagnosis.

The licensee has failed to ensure that a resident's plan of care was based on interdisciplinary assessment of their medical diagnosis.

A written plan of care was not updated with an interdisciplinary plan to monitor a resident related to their medical diagnosis, including an admission screening, medical plan of care and nutritional interventions to mitigate risk.

Sources: staff interviews, resident's clinical record.