

Original Public Report

Report Issue Date September 7, 2022
Inspection Number 2022_1604_0003
Inspection Type
 Critical Incident System Complaint Follow-Up Director Order Follow-up
 Proactive Inspection SAO Initiated Post-occupancy
 Other _____

Licensee
City of Ottawa

Long-Term Care Home and City
Peter D Clark, Ottawa

Lead Inspector
Karen Bunes (720483)

Inspector Digital Signature

Additional Inspector(s)
Andy Natarajan (573)
Cheryl Leach (719340)
Mark McGill (733)
Sarah Stephens (740823)

INSPECTION SUMMARY

The inspection occurred on the following date(s): July 25, 26, 27, 28, 29, August 2, 3, 4, 5, 8, 9, 2022

The following intake(s) were inspected:

- Intake: 002161-22 (CIS) #M609-000005-22 related to alleged staff to resident abuse
- Intake: 020746-21 (CIS) #M609-000004-22 related to resident-to-resident responsive behaviour
- Intake: 015452-21 (CIS) #M609-000048-21 related to a physical altercation between residents
- Intake: 006848-22 (Complaint) related to family concerns relating to the fall of a resident
- Intake: 012087-22 (CIS) # M609-000031-22 related to a resident fall which resulted in a fracture
- Intake: 012075-22 (CIS) #M609-000030-22 related to a resident fall which resulted in a fracture
- Intake: 005447-22 (CIS) #M609-000011-22 related to a resident fall which resulted in a fracture and injury
- Intake: 020412-21 (CIS) #M609-000058-21 related to a resident fall which resulted in a fracture

- Intake: 020367-21 (CIS) #M609-000056-21 related to a resident fall which resulted in a fracture
- Intake: 013403-22 (CIS) #M609-000039-22 related to a resident fall which resulted in a fracture
- Intake: 008758-22 (Complaint) related to care delivery
- Intake: 002078-22 (Complaint) related to resident rights and care delivery
- Intake: 010526-22 (CIS) #M609-000027-22 related to a resident fall which resulted in transfer to hospital
- Intake: 016321-21 (CIS) #M609-000050-21 related to potential improper care to a resident resulting in an injury

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

- Falls Prevention and Management
- Infection Prevention and Control (IPAC)
- Prevention of Abuse and Neglect
- Resident Care and Support Services
- Responsive Behaviours
- Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION INFECTION PREVENTION AND CONTROL PROGRAM

NC#01 Written Notification pursuant to FLTCA, 2021, s. 154(1)1

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

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

In accordance with the Additional Requirement under 10.4 (h) of the Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes dated April 2022, indicated that the licensee shall ensure to support residents to perform hand hygiene prior receiving meals and snacks.

Rationale and Summary

The lunch meal service observations revealed that residents' hands were not cleaned before the meal.

An interview with a PSW indicated that residents' hands were to be cleaned prior to each meal.

The IPAC lead indicated that residents should perform or be assisted to perform hand hygiene before eating and after eating.

Lack of hand hygiene increases the risk of disease transmission among residents and staff.

Sources: Public Health Ontario - Best Practices for Hand Hygiene in All Health Care Settings, 4th Edition (April 2014), observation of lunch service, and interview with PSW and IPAC Lead.

(733)

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON M7A 1N3
email: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.