

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: October 31, 2025

Inspection Number: 2025-1279-0004

Inspection Type:

Critical Incident
Follow up

Licensee: MacGowan Nursing Homes Ltd.

Long Term Care Home and City: Braemar Retirement Centre, Wingham

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 27-31, 2025

The following intake(s) were inspected:

- Intake: #00154943: Related to fall prevention and management.
- Intake: #00155268 - Follow-up #1 - CO #001/2025-1279-0003. FLTCA, 2021 s. 24 (1) related to duty to protect.
- Intake: #00157560: Related to infection prevention and control.

Previously Issued Compliance Order(s)

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

Order #001 from Inspection #2025-1279-0003 related to FLTCA, 2021, s. 24 (1)

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

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Infection Prevention and Control
Prevention of Abuse and Neglect
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee has failed to ensure that all falls interventions for a resident were in place as per their plan of care.

Sources: Observations, Resident's care plan, Interviews with staff

WRITTEN NOTIFICATION: Infection Prevention and Control Program

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

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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 failed to ensure a policy was in place to determine the frequency of surface cleaning and disinfection using a risk stratification approach.

In accordance with the Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes (Revised September 2023), Section 5.6, states that the home shall ensure that there are policies and procedures in place to determine the frequency of surface cleaning and disinfection using a risk stratification approach, and the licensee shall ensure that surfaces are cleaned at the required frequency.

Upon request of the policy and procedures related to cleaning and disinfecting frequencies, the home was unable to provide a policy that was currently in effect which included a risk stratification approach.

Source: Email conversations with staff, Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes (Revised September 2023)

WRITTEN NOTIFICATION: CMOH and MOH

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 272

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CMOH and MOH

s. 272. Every licensee of a long-term care home shall ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act are followed in the home.

The licensee has failed to ensure that recommendations issued by the Chief Medical Officer of Health were followed when the home did not clean and disinfect high touch contact surfaces twice daily during a confirmed outbreak.

In accordance with the Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings (February 2025), Section 3.1 states that the home should increase cleaning and disinfection to twice daily in suspect or confirmed outbreaks.

Housekeeping staff stated that the high touch contact surfaces in resident rooms were only being cleaned and disinfected once daily.

Sources: Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings (February 2025), Interviews with staff.