

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

Original Public Report

Report Issue Date: November 14, 2024

Inspection Number: 2024-1144-0003

Inspection Type:

Critical Incident

Licensee: Caressant-Care Nursing and Retirement Homes Limited

Long Term Care Home and City: Caressant Care Woodstock Nursing Home,
Woodstock

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 12, 13, 14, 2024

The following intake(s) were inspected:

- Intake: #00126299, CIS #2636-000050-24, related to unexpected death of a resident.
- Intake: #00130176, CIS #2636-000058-24, related to outbreak management.
- Intake: #00130969, CIS #2636-000059-24, related to medication administration.

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

Medication Management
Infection Prevention and Control
Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Administration of drugs

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

Non-compliance with: O. Reg. 246/22, s. 140 (1)

Administration of drugs

s. 140 (1) Every licensee of a long-term care home shall ensure that no drug is used by or administered to a resident in the home unless the drug has been prescribed for the resident. O. Reg. 246/22, s. 140 (1).

The licensee has failed to ensure that no drug was administered to a resident in the home unless the drug had been prescribed for the resident.

Rational and Summary:

The home submitted a Critical Incident System (CIS) report to the Director related to resident that received a drug that was not ordered for them. The CIS showed the resident benefited from the drug.

In an interview the Assistant Director of Care (ADOC) said there was an error made by transcribing the drug into the resident's record without an order. The drug was administered when it was not prescribed for them. The resident had no negative effect from the drug. The physician ordered the drug to the resident as it was effective when it was administered.

The ADOC said the expectation was for drugs to be administered to the resident only when they were prescribed for them. They said education was provided to staff related to drug orders, checks and transcribing to PCC.

Sources: CIS, resident's clinical record and ADOC interview.