

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Rapport d'inspection prévue  
sous la Loi de 2007 sur les foyers  
de soins de longue durée**

**Long-Term Care Homes Division  
Long-Term Care Inspections Branch**

**Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**

Ottawa Service Area Office  
347 Preston St Suite 420  
OTTAWA ON K1S 3J4  
Telephone: (613) 569-5602  
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa  
347 rue Preston bureau 420  
OTTAWA ON K1S 3J4  
Téléphone: (613) 569-5602  
Télécopieur: (613) 569-9670

**Public Copy/Copie du public**

---

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Oct 10, 2019	2019_559142_0027	012317-19, 012918-19, 014290-19, 014389-19, 016179-19, 016411-19, 016453-19, 016845-19, 017249-19	Critical Incident System

---

**Licensee/Titulaire de permis**

City of Ottawa  
Community and Social Services, Long Term Care Branch 200 Island Lodge Road  
OTTAWA ON K1N 5M2

---

**Long-Term Care Home/Foyer de soins de longue durée**

Carleton Lodge  
55 Lodge Road, R.R. #2 NEPEAN ON K2C 3H1

---

**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

JANET MCPARLAND (142)

---

**Inspection Summary/Résumé de l'inspection**

---

The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): September 30, October 1-4, and 7-8, 2019.

This inspection included nine critical incident reports (CIR):

- Logs #012317-19 (CIR# M508-000018-19), #014389-19 (CIR# M508-000025-19), #016453-19 (CIR# M508-000028-19) related to an incident that caused injury to a resident for which the resident was taken to hospital and which resulted in a significant change in the resident's health status
- Logs #012918-19 (CIR# M508-000020-19), #014290-19 (CIR# M508-000021-19), #016179-19 (CIR# M508-000027-19), #016411-19 (CIR# M508-000030-19), #016845-19 (CIR# M508-000031-19) related to resident to resident alleged abuse
- Log #017249-19 (CIR# M508-000032-19) related to an unexpected death.

During the course of the inspection, the inspector(s) spoke with residents, Personal Support Workers (PSW), Registered Practical Nurses (RPN), Registered Nurses (RN), the Program Manager of Resident Care (PMORC), the Program Manager of Personal Care (PMOPC), the acting Administrator.

In addition, the inspector reviewed resident health care records, observed the provision of care and services to residents, staff to resident interactions, and resident to resident interactions.

The following Inspection Protocols were used during this inspection:

- Falls Prevention
- Hospitalization and Change in Condition
- Prevention of Abuse, Neglect and Retaliation
- Responsive Behaviours

During the course of this inspection, Non-Compliances were not issued.

- 0 WN(s)
- 0 VPC(s)
- 0 CO(s)
- 0 DR(s)
- 0 WAO(s)

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<p>Legend</p> <p>WN – Written Notification  VPC – Voluntary Plan of Correction  DR – Director Referral  CO – Compliance Order  WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit  VPC – Plan de redressement volontaire  DR – Aiguillage au directeur  CO – Ordre de conformité  WAO – Ordres : travaux et activités</p>
<p>Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**Issued on this 10th day of October, 2019**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**