

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

Ottawa District  
347 Preston Street, Suite 410  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559

## Original Public Report

Report Issue Date: June 27, 2024	
Inspection Number: 2024-1534-0005	
Inspection Type: Complaint Critical Incident	
Licensee: City of Ottawa	
Long Term Care Home and City: Carleton Lodge, Nepean	
Lead Inspector Shevon Thompson (000731)	Inspector Digital Signature
Additional Inspector(s)	

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 24, 25, 26 and 27, 2024.

The following intake(s) were inspected:

- Intake: #00116711 - Complaint with concerns regarding the refusal of admission of an applicant to the Long-Term Care Home.
- Intake: #00117683 - Alleged physical abuse of a resident by a staff member.
- Intake: #00119060 - Complaint with concerns regarding the refusal of admission of an applicant to the Long-Term Care Home.

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The following Inspection Protocols were used during this inspection:

Infection Prevention and Control  
Prevention of Abuse and Neglect  
Admission, Absences and Discharge

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Licensee consideration and approval

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

Non-compliance with: FLTCA, 2021, s. 51 (7) (b)

Authorization for admission to a home

s. 51 (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 50 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

(b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or

The licensee has failed to comply with FLTCA 2021 s. 51 (7) b whereby the licensee's refusal of two applicant's admission to the home was not based on the applicants' assessment and the information related to the applicants' care requirements.

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Source: Home's application file for Applicant #002 and #003 and interview with PMRC. [000731]

## WRITTEN NOTIFICATION: Infection prevention and control program

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

Non-compliance with: O. Reg. 246/22, s. 102 (15) 2.

Infection prevention and control program

s. 102 (15) Subject to subsection (16), every licensee of a long-term care home shall ensure that the infection prevention and control lead designated under this section works regularly in that position on site at the home for the following amount of time per week:

2. In a home with a licensed bed capacity of more than 69 beds but less than 200 beds, at least 26.25 hours per week.

The licensee has failed to ensure that the infection prevention and control lead designated worked regularly in that position on site at the home for the following amount of time per week: In the home with a licensed bed capacity of more than 69 beds but less than 200 beds, at least 26.25 hours per week.

Source: Interview with IPAC Lead, [000731]