

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: September 16, 2024

Inspection Number: 2024-1070-0006

Inspection Type:
Critical Incident

Licensee: Carlingview Manor Operating Inc.

Long Term Care Home and City: Carlingview Manor, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 9, 10, 11, 12, 13 and 16, 2024.

The following intake(s) were inspected:

- Intake: #00121070/ Critical Incident System (CIS) report 2420-000040-24 related to an incident that caused an injury to a resident for which the resident was taken to hospital and that results in a significant change in the resident's health condition.
- Intake: #00121303/ Critical Incident System (CIS) report 2420-000041-24 related to an incident of alleged resident to resident physical abuse.
- Intake: #00122042/ Critical Incident System (CIS) report 2420-000047-24 related to an alleged incident of resident to resident sexual abuse.
- Intake: #00124845/ Critical Incident System (CIS) report 2420-000052-24 related to an alleged incident of resident to resident sexual abuse.

The following Inspection Protocols were used during this inspection:

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Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours
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 the care set out in a resident's plan of care, to prevent a recurrence of sexual abuse to another resident, was provided as specified in the plan.

Sources: Critical Incident System reports 2024-000047-24 and 2024-000048-24, a review of resident health care records and interviews with the Director of Care and a Nurse.