Ontario

Inspection Report Under the
Fixing Long-Term Care Act, 2021

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

Ottawa District
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Public Report

Report Issue Date: January 31, 2025
Inspection Number: 2025-1070-0002
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): January 29, 30, and 31, 2025

The following intake was inspected:

- Intake: #00136568 - Alleged sexual abuse of a resident by another resident.

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

Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Staff and others to be kept aware

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

Non-compliance with: FLTCA, 2021, s. 6 (8)

Plan of care

s. 6 (8) The licensee shall ensure that the staff and others who provide direct care to a resident are kept aware of the contents of the resident's plan of care and have convenient and immediate access to it.

The licensee has failed to ensure that the staff, who provide direct care to a resident, were kept aware of the contents of the resident's plan of care. Specifically, the staff were unaware of the triggers and interventions to manage the resident's specific responsive behaviours. The Director of Care (DOC) confirmed that staff were expected to be aware of the triggers and interventions in the residents' plan of care.

Sources: resident's health record, interviews with staff.