

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Original Public Report

Report Issue Date: October 9, 2024
Inspection Number: 2024-1396-0003
Inspection Type: Critical Incident
Licensee: Delcare LTC Inc.
Long Term Care Home and City: Cawthra Gardens, Mississauga

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 26-27 and October 1-2, 2024

The following intake(s) were inspected:

- Intake: #00116937 [Critical Incident (CI) 2912-000011-24] - related to prevention of abuse and neglect.

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

Infection Prevention and Control
Prevention of Abuse and Neglect

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Complaints procedure – licensee

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

Non-compliance with: FLTCA, 2021, s. 26 (1) (c)

Complaints procedure – licensee

s. 26 (1) Every licensee of a long-term care home shall,

(c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

The licensee has failed to ensure that a written complaint concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations was immediately forwarded to the Director.

Rationale and Summary

The home received a written email complaint regarding the care of a resident and the operation of a long-term care home on a specified date in May 2024 during working hours. The home submitted a Critical Incident (CI) report to the Ministry of Long-Term Care (MLTC) on the following day under FLTCA, 2021 s. 28 (1) 2 - Reporting Certain Matters for abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or risk of harm to the resident. The written complaint was not reported to the Director immediately.

During an interview, the Director of Care (DOC) confirmed that written complaints are received by the Executive Director (ED) and immediately reported to the

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Director, if reviewed within working hours which is from 0900 hours to 1700 hours.

Failure to report the written complaint letter immediately and under the correct legislation may risk not addressing the concerns in a timely manner.

Sources: CI: 2912-000011-24; Complaints Policy; written complaint letter, and interview with the DOC.