

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

London District
130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Original Public Report	
Report Issue Date: April 24, 2023	
Inspection Number: 2023-1234-0001	
Inspection Type: Proactive Compliance Inspection	
Licensee: Chartwell Master Care LP	
Long Term Care Home and City: Chartwell Aylmer Long Term Care Residence, Aylmer	
Lead Inspector Tatiana Pyper (733564)	Inspector Digital Signature
Additional Inspector(s) Andrea Dickinson (740895) Julie Lampman (522)	

INSPECTION SUMMARY
<p>The inspection occurred onsite on the following date(s): April 14, 17, 18, and 19, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake #00085117 – Proactive Compliance Inspection

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

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Medication Management
- Food, Nutrition and Hydration
- Residents’ and Family Councils
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Quality Improvement
- Residents’ Rights and Choices

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Pain Management
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Bathing

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

Non-compliance with: O. Reg. 246/22, s. 37 (1)

The licensee has failed to ensure that a resident was bathed, at a minimum, twice a week by the method of their choice.

Rationale and Summary

Review of the home area's binder for residents' scheduled baths identified that a resident was to receive a bath two days each week. Review of the Documentation Survey Report in Point Click Care (PCC) showed that the resident refused their scheduled bath, with no other documentation recorded related to any additional baths.

In an interview, the Acting Director of Care (DOC) stated that when a resident refuses a bath they would be re-approached later and if they refused again, then they would be offered a bed bath or assisted with a more thorough cleaning. Acting DOC stated that a bath would then be offered again the next day and that it would be documented in the Point of Care (POC) charting.

In an interview, the resident stated that they refused their scheduled bath. The resident stated they were not re-approached later that evening after their refusal and were not offered a bed bath. The resident stated they were not offered a make-up bath the following day, or the next day.

In an interview, a Registered Practical Nurse (RPN) reviewed the resident's POC charting for baths with Inspector #740895 and confirmed that the resident refused their bath. The RPN confirmed that there was no charting of additional refusals or completions of a bath for the resident.

There was minimal risk to the resident when they were not bathed, at a minimum, twice a week by the method of their choice.

Sources: Review of the home area's binder, review of clinical records for the resident; interviews with Acting DOC and RPN.

[740895]