

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: July 25, 2023	
Inspection Number: 2023-1150-0001	
Inspection Type: Critical Incident System	
Licensee: CVH (No. 6) LP by its general partner, Southbridge Care Homes (a limited partnership, by its general partner, Southbridge Health Care GP Inc.)	
Long-Term Care Home and City: The Palace, Alexandria	
Lead Inspector Marko Punzalan (742406)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 19, 20, 21, 2023

The following intake(s) were inspected:

- Intake: #00087517 - 2642-000006-23 - Fall of a resident resulting in a change in resident health status.

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

Infection Prevention and Control
Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Plan of Care

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

The licensee failed to ensure that the fall prevention program care set out in the plan of care is provided to the resident as specified in the plan.

Rationale and Summary:

The resident sustained a fall injury when they fell out of their bed. The position of the bed was not in the lowest position as stated in the plan of care. The plan of care clearly stated that the bed should be in the lowest position while the resident is in bed.

In an interview with PSW and RPN, they stated that the resident's bed was not in the lowest position at the time of the incident.

In an interview with ADOC, they stated that RPN reported that at the time of the incident, the bed of the resident was not in the lowest position.

The fall prevention plan of care for residents was not being followed at the time when they sustained injuries.

Sources

Review of the clinical record for resident, interview with RPN PSW and ADOC

[742406]



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

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