

**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  
hamiltondistrict.mltc@ontario.ca

## Original Public Report

<b>Report Issue Date:</b> November 28, 2022	
<b>Inspection Number:</b> 2022-1030-0001	
<b>Inspection Type:</b> Critical Incident System	
<b>Licensee:</b> Dover Cliffs Operating Inc.	
<b>Long Term Care Home and City:</b> Dover Cliffs, Port Dover	
<b>Lead Inspector</b> Nishy Francis (740873)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Jobby James (694267) was present during this entire inspection	

## INSPECTION SUMMARY

The Inspection occurred on the following date(s):  
November 15-18, 2022.

The following intake(s) were inspected:  
Intake #00008778 (CIS) related to Falls Management and Prevention.

The following intakes were completed in the Critical Incident System Inspection:  
Intake #00001781 (CIS#1056-000012-21), Intake #00005722 (CIS#1056-000011-22), and  
Intake #00006824 (CIS#1056-000010-22) was related to Falls Management and Prevention.

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

Falls Prevention and Management  
Infection Prevention and Control

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Plan of Care

**NC #01 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.**

Non-compliance with: FLTCA, 2021, s. 6 (1) (a)

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The licensee has failed to ensure that there is a written plan of care that sets out the planned care for a resident.

**Rationale and Summary**

A. An assessment completed by the physiotherapist on an identified date, indicated that the resident required a lifting device for safe transfer. Interviews with staff confirmed the resident utilized a lifting device to transfer and the current written plan of care did not specify this method of transfer. Interview with the Director of Care (DOC) confirmed the current care plan did not specify the care required for the resident.

B. A progress note entered by the physiotherapist assistant on an identified date, stated that the resident was to have treatment applied for several weeks post-surgical intervention. Interview with the DOC acknowledged that this intervention should be in the resident's plan of care. The DOC confirmed the care plan did not specify the care required for the resident.

When the written plan of care did not set out the planned care for a resident, there was a risk of resident's assessed needs not being met.

**Sources:** Interviews with resident and staff, review of clinical records of resident.

[740873]

**WRITTEN NOTIFICATION: Pain Management**

**NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.**

Non-compliance with: O. Reg. 246/22, s. 57 (2)

The licensee has failed to ensure that when a resident's pain was not relieved by initial interventions, they were assessed using a clinically appropriate assessment instrument specifically designed for this purpose.

**Rationale and Summary:**

A resident had a fall on an identified date. Record review indicated that registered staff initiated a pain monitoring tool as the resident verbalized pain. The monitoring tool was to be followed by an electronic pain assessment which utilized a clinically appropriate assessment instrument specifically designed for this purpose.

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When the resident fell, a medication was administered for pain. Progress notes indicated that the medication was ineffective for pain relief. Several hours later, a medication was administered a second time to the resident for pain. Progress notes indicated this was also ineffective and the resident verbalized that they continued to experience pain.

Interview with the DOC acknowledged that an assessment using a clinically appropriate instrument should have been completed when the resident's pain was not relieved.

When the resident was not assessed using a clinically appropriate assessment instrument for pain, there was a risk of the resident receiving ineffective pain management.

**Sources:** Interview with staff, home's policy titled LTC – Pain Assessment and Symptom Management Program, modified on April 4, 2022, record review of resident clinical record.

[740873]