

Ministry of Long-Term Care

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

Toronto District

5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Public Report

Report Issue Date: March 26, 2025

Inspection Number: 2025-1247-0002

Inspection Type:

Complaint

Licensee: The Reikai Centres

Long Term Care Home and City: Sherbourne Place, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: March 17-21, and 24-26, 2025.

The following intakes were inspected in this complaint inspection:

- Intake #00139389 related to resident care and services
- Intake #00141473 related to fall prevention and management

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

- Resident Care and Support Services
- Infection Prevention and Control
- Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

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

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Non-compliance with: FLTCA, 2021, s. 6 (4) (a)

Plan of care

s. 6 (4) The licensee shall ensure that the staff and others involved in the different aspects of care of the resident collaborate with each other,

(a) in the assessment of the resident so that their assessments are integrated and are consistent with and complement each other; and

The licensee failed to ensure that all staff involved in the resident's care, collaborated with each other in the assessment of the resident when behavioural changes were observed.

The resident was observed to exhibit a change in behaviour on a specified date. The Registered Practical Nurse (RPN) confirmed they did not inform the physician of the observation and acknowledged the physician should have been collaborated with for further assessment.

Sources: Resident's clinical records; and interview with RPN.

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