

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

Public Report

Report Issue Date: March 13, 2025

Inspection Number: 2025-1093-0002

Inspection Type:

Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Medex, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 11, 12, 13, 2025.

The following intake was inspected:

- Intake: #00139113/ Critical Incident System Report #2579-000002-25 - An incident that caused injury to a resident for which the resident was taken to hospital and which resulted in a significant change to the resident's health status.

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

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 (10) (c)

Plan of care

s. 6 (10) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when,
(c) care set out in the plan has not been effective.

The licensee has failed to ensure that a resident was reassessed and the plan of care reviewed and revised when the care set out in the plan of was not effective.

Specifically, a resident sustained three falls over a 36 hour period where the resident sustained a fracture. There were no revisions made to the resident's plan of care after the first or the second fall.

Sources:

Resident electronic medical record including Progress Notes, Post Fall Assessments and Physiotherapy referral, and interviews with Registered Nurse #103 and Registered Nurse #105

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

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