

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

Public Report

Report Issue Date: March 12, 2025

Inspection Number: 2025-1327-0002

Inspection Type:

Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Southwood Lakes, Windsor

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 10-12, 2025

The following intake(s) were inspected:

Intake #00139032-CI #2842-000006-25 related to outbreak.

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

Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Care plan

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

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

Plan of care

s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

(c) clear directions to staff and others who provide direct care to the resident; and

The Licensee failed to ensure that resident's care plan delivered clear directions to the staff who provide care to the resident. During the interviews with staff, it was acknowledged that they were not using all appropriate personal protective equipment (PPE) when providing care to the resident, as they were not clear about when to wear the proper PPE.

Sources: observations, interviews with staff, resident care plan.