

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: September 20, 2023 | |
| Inspection Number: 2023-1078-0004 | |
| Inspection Type: Critical Incident | |
| Licensee: Extendicare (Canada) Inc. | |
| Long Term Care Home and City: Extendicare Starwood, Nepean | |
| Lead Inspector Jessica Nguyen (000729) | Inspector Digital Signature |
| Additional Inspector(s) Gabriella Kuilder (000726) Gurpreet Gill (705004) | |

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 21-23, 2023

The following intake(s) were completed in this Critical Incident (CI) inspection:

- Intake: #00089264/CI#2485-000012-23 was related to a fall with injury resulting in a significant change in condition.
- Intake: #00092432/CI#2485-000015-23 was related to a fall with injury resulting in a significant change in condition.
- Intake: #00093585/CI#2485-000016-23 was related to a fall with injury resulting in a significant change in condition.

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

Infection Prevention and Control
Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Required programs

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

Non-compliance with: O. Reg. 246/22, s. 53 (1) 1.

The licensee has failed to ensure that the home's policy for fall prevention and management program was complied with for a resident. In accordance with O. Reg 246/22 s. 11 (1) (b), the licensee is required to have a falls prevention and management program to reduce the incidence of falls and the risk of injury, and it must be complied with.

Summary and Rationale

A resident sustained an injury when they fell on a specified date. According to the home's policy fall prevention and management program, universal falls prevention strategies are to be implemented for all residents. Such strategies were not implemented at the time of fall.

Policy RC 15-01-01 as part of the home's fall prevention and management program indicates that S.A.F.E universal fall prevention interventions are to be implemented for all residents.

ADOC confirmed that according to the home's policy for fall and prevention management program, S.A.F.E universal fall prevention interventions should be implemented for all residents and this was not done at time of the incident.

By not ensuring that the home's policy for fall prevention and management program was complied with, the resident was placed at an increased risk for injury.

Sources:

Interview with ADOC and Policy Falls Prevention and Management Program: Last reviewed in January 2022.

[000729]