

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspection Branch

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137
hamiltondistrict.mltc@ontario.ca

Original Public Report

Report Issue Date: December 16, 2022	
Inspection Number: 2022-1516-0001	
Inspection Type: Critical Incident System	
Licensee: Foyer Richelieu Welland	
Long Term Care Home and City: Foyer Richelieu Welland, Welland	
Lead Inspector Jennifer Allen (706480)	Inspector Digital Signature

INSPECTION SUMMARY

<p>The Inspection occurred on the following date(s): November 30, December 1, December 5 - 9, 2022.</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> Intake: #00002630-[CI: 3022-000003-22] Physical abuse to resident by resident.
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The following **Inspection Protocols** were used during this inspection:

- **Prevention of Abuse and Neglect**
- **Infection Prevention and Control**

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty To Protect

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

The licensee has failed to ensure that a resident was protected from physical abuse by another resident.

Rationale and Summary

O. Reg. 246/22, s. 2(1)(b)(c) defines physical abuse as the use of physical force by a resident that causes physical injury to another resident.

A staff member stated they heard screaming and entered the TV lounge and witnessed a resident grabbing onto another resident's arm and had their other arm raised in a threatening manner. The staff member immediately separated the residents and called for assistance.

The resident was assessed by the registered staff, and it was documented that the resident sustained injuries from the altercation. The staff stated the resident was very anxious and upset following the altercation.

The home's Zero Tolerance of Resident Abuse and Neglect Program declared its commitment to providing a safe and secure environment in which all residents are protected from all forms of abuse at all times.

The other resident's documented Cognitive Performance Score and Aggressive Behaviour Score at the time of the incident indicated cognitive impairment and risk for aggressive behaviours.

A staff member stated that the other resident had a history of demonstrating responsive physical behaviours towards staff and residents prior to the incident and after.

The Director of Care (DOC) confirmed the other resident had some changes in their health status, that resulted in an escalation of physical responsive behaviours prior to the incident and strategies were being developed at the time of the incident.

Sources: LTCH's investigation notes; Zero Tolerance of Resident Abuse and Neglect Program (last

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reviewed January 2022); resident progress notes, cognitive assessments and care plan; and interviews with staff.

[706480]

WRITTEN NOTIFICATION: Skin Assessment

NC #02 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O.Reg. 246/22, s. 55 (2) (b) (iv)

The licensee failed to ensure that a resident's skin alterations were reassessed at least weekly by a member of the registered nursing staff.

Rationale and Summary

A resident sustained a skin injuries from a physical altercation with another resident.

The Point Click Care (PCC) documentation indicated that there was an order to complete a skin treatment assessment for the resident's injuries. The Medication Administration Record (MAR) indicated that staff documented that the resident was sleeping and the PCC assessment record did not display that an assessment was completed on a specific day. There was another missing skin assessment for the resident's injuries on another specific day.

The IPAC lead and the DOC confirmed that a weekly skin assessment in PCC was required for monitoring of resident's injuries.

Sources: Medication Administration Record, Point Click Care online documentation, interviews with the staff.

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

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