


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: July 15, 2024	
Inspection Number: 2024-1010-0002	
Inspection Type: Complaint	
Licensee: ManorCare Partners II	
Long Term Care Home and City: Friendly Manor Nursing Home, Deseronto	
Lead Inspector Wendy Brown (602)	Inspector Digital Signature 
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 11, 12, and 15, 2024

The following intake(s) were inspected:

- Intake: #00120163 - Complaint regarding post fall management/care.

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.

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

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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

The licensee failed to ensure that the written plan of care specific to toileting for a resident set out clear directions to staff and others who provide direct care to the resident.

SOURCES: Resident Progress Notes, Care Plan, Fall Risk Assessment Tool (FRAT), resident room and bathroom observations and interviews with a Registered Nurse (RN), a Registered Practical Nurse (RPN), and Personal Support Workers.

[602]



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

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