

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

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Original Public Report

Report Issue Date: 2023-07-13	
Inspection Number: 2023-1235-0003	
Inspection Type: Complaint Critical Incident System	
Licensee: Grace Villa Limited	
Long Term Care Home and City: Grace Villa Nursing Home, Hamilton	
Lead Inspector Lillian Akapong (741771)	Inspector Digital Signature
Additional Inspector(s) Betty Jean Hendricken (740884)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 12, 13, 14, 15, 16, 2023

The following intake(s) were inspected:

- Intake: #00020759 - Complaint - Concerns re: plan of care and residents' drug regimes.
- Intake: #00021013 - [CI: 2741-000006-23] - Allegation of improper/ incompetent care of resident.
- Intake: #00084453 – [CI: 245-2023-885] - Complaint re: protection from certain restraining and housekeeping.
- Intake: #00089132 - Complaint - Concerns regarding resident plan of care, responsive behaviours, weight change and continence care and bowel management. Related to UTI diagnosis, onset of behaviours, weight gain/loss and toileting.

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

Resident Care and Support Services
Medication Management

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Housekeeping, Laundry and Maintenance Services
Infection Prevention and Control
Residents' Rights and Choices

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.