

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: April 29, 2025

Inspection Number: 2025-1601-0002

Inspection Type:

Critical Incident

Licensee: Corporation of the County of Grey

Long Term Care Home and City: Grey Gables Home for the Aged, Markdale

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 23-25, 28-29, 2025

The following intake(s) were inspected:

- Intake: #00142906: related to resident to resident physical altercation
- Intake: #00144650: related to Coronavirus outbreak

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

Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Infection prevention and control program

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

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Non-compliance with: O. Reg. 246/22, s. 34 (2)

General requirements

s. 34 (2) The licensee shall ensure that any actions taken with respect to a resident under a program, including assessments, reassessments, interventions and the resident's responses to interventions are documented.

The licensee has failed to ensure that symptoms indicating the presence of infection in a resident were documented every shift when they had an infection, as required by the home's IPAC program. During two occasions, there was a lack of documentation in regards to the resident's assessments and symptoms at the time, putting them at risk for unidentified health deterioration.

Sources: Interview with staff, resident's clinical records