

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

Public Report

Report Issue Date: January 6, 2025

Inspection Number: 2024-1198-0005

Inspection Type:
Proactive Compliance Inspection

Licensee: Arnprior Regional Health

Long Term Care Home and City: The Grove Nursing Home, Arnprior

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 18, 19, 20, 23, 24, 27, 30, 31, 2024 and January 2, 3, 2025

The following intake(s) were inspected:

- Intake: #00134686 - PCI

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

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Food, Nutrition and Hydration
- Medication Management
- Residents' and Family Councils
- Infection Prevention and Control
- Safe and Secure Home
- Prevention of Abuse and Neglect
- Quality Improvement
- Staffing, Training and Care Standards
- Residents' Rights and Choices
- Pain Management

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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) (a)

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,

(a) the planned care for the resident;

The licensee has failed to ensure that a resident has a written plan of care that sets out the planned care. Specifically, the plan did not include written interventions and strategies to manage a resident's chronic knee pain.

Sources: A resident's health care records and interview with an ADOC.

WRITTEN NOTIFICATION: Family Council assistant

NC#002 Written Notification pursuant to FLTCA, 2021, s. 154(1) 1.

Non-compliance with: FLTCA, 2021, s. 67 (1)

Family Council assistant

s. 67 (1) If the Family Council so requests, the licensee shall appoint a Family Council assistant who is acceptable to that Council to assist the Family Council.

The licensee has failed to ensure that the person they appoint to assist family council, is acceptable to that council to assist. Specifically, the licensee did not seek input or ask if the person appointed to assist was acceptable to Family council. They just advised family council of who this person was.

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Sources: Family council meeting minutes, interview with Chair of Family council and interview with Administrator.

WRITTEN NOTIFICATION: Resident Council-Attendance at meetings

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 70

Attendance at meetings — licensees, staff, etc.

s. 70. A licensee of a long-term care home shall attend a meeting of the Residents' Council or the Family Council only if invited, and shall ensure that the staff, including the Administrator, and other persons involved in the management or operation of the home attend a meeting of either Council only if invited.

The licensee has failed to ensure that they only attend resident council meetings if invited. Specifically a member of management attended all meetings from May 2024-December 2024 to which only one of the meeting minutes made note of inviting the DOC to one of the meetings.

Sources: Resident council minutes, interview with resident council former president and interview with DOC.

WRITTEN NOTIFICATION: Windows

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 19

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Windows

s. 19. Every licensee of a long-term care home shall ensure that every window in the home that opens to the outdoors and is accessible to residents has a screen and cannot be opened more than 15 centimetres.

The license has failed to ensure that a resident window, in a room on Oak unit, that opens to the outside and is accessible to residents, was able to be opened to 23cm and not the required 15cm maximum.

Sources-Inspector observations, interview with Administrator.

WRITTEN NOTIFICATION: Skin and Wound care

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,
(e) a resident exhibiting a skin condition that is likely to require or respond to nutrition intervention, such as pressure injuries, foot ulcers, surgical wounds, burns or a worsening skin condition, is assessed by a registered dietitian who is a member of the staff of the home, and that any changes the registered dietitian recommends to the resident's plan of care relating to nutrition and hydration are implemented.
O. Reg. 246/22, s. 55 (2); O. Reg. 66/23, s. 12.

The licensee has failed to ensure that a resident, who was exhibiting a skin breakdown on their coccyx was assessed by a Registered Dietitian (RD) to determine if there was a need for nutritional intervention.

Sources: A Resident's health care records, interview with an ADOC.

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WRITTEN NOTIFICATION: Menu planning

NC #006 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 77 (2) (a)

Menu planning

s. 77 (2) The licensee shall ensure that, prior to being in effect, each menu cycle, (a) is reviewed by the Residents' Council for the home;

The licensee has failed to ensure that the menu cycle is reviewed by Residents Council prior to being implemented in the home. Specifically, the home did not review the menu cycles from February 2024 to December 2024 with Residents Council.

Sources: Resident Council meeting minutes, Food for thought meeting minutes, interview with the Food Service/Environmental Services Manager.

WRITTEN NOTIFICATION: Menu Planning

NC #007 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 77 (3)

Menu planning

s. 77 (3) The licensee shall ensure that a written record is kept of the evaluation under clause (2) (b) that includes the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that the changes were implemented. O. Reg. 246/22, s. 390 (1).

The licensee shall ensure that, prior to being in effect, each menu cycle will have a written evaluation record kept, that includes the date of the evaluation, the names

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of the persons who participated in the evaluation, a summary of the changes made and the date that the changes were implemented. The home has not completed a written menu cycle evaluation, by the Registered Dietitian (RD) or the homes Food Service manager since the year 2021.

Sources: Homes last written menu cycle evaluation, interview with RD and Food Service manager.

WRITTEN NOTIFICATION: IPAC program

NC #008 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 102 (10)

Infection prevention and control program

s. 102 (10) The licensee shall ensure that the information gathered under subsection (9) is analyzed daily to detect the presence of infection and reviewed at least once a month to detect trends, for the purpose of reducing the incidence of infection and outbreaks. O. Reg. 246/22, s. 102 (10).

The licensee has failed to ensure that any symptoms of infections are analyzed daily to detect the presence of infection and reviewed at least once a month to detect trends, for the purpose of reducing incidence of infection and outbreaks. Specifically the home did not keep documented surveillance records to review any trends. The home has since implemented a documented process as of December 18, 2024.

Sources: Interviews with DOC and IPAC lead.

WRITTEN NOTIFICATION: Continuous Quality Improvement Committee

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NC #009 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 166 (2) 9.

Continuous quality improvement committee

s. 166(2) The continuous quality improvement committee shall be composed of at least the following persons:

9. One member of the home's Residents' Council.

The licensee has failed to ensure that the continuous quality improvement committee for the 2024 year, included a member of the homes Resident Council.

Sources: Homes CQI Terms of reference, interview with former resident council president and Administrator.

WRITTEN NOTIFICATION: Continuous Quality Improvement Committee

NC #010 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 166 (2) 10.

Continuous quality improvement committee

s. 166(2) The continuous quality improvement committee shall be composed of at least the following persons:

10. One member of the home's Family Council, if any.

The licensee has failed to ensure that the continuous quality improvement committee for the 2024 year, included a member of the homes Family Council.

Sources: Homes CQI Terms of reference, interview with chair of family council and the Administrator.

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WRITTEN NOTIFICATION: IPAC training

NC #011 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 259 (2) (c)

Orientation

s. 259(2) The licensee shall ensure that the training for staff in infection prevention and control required under paragraph 9 of subsection 82 (2) of the Act includes,
(c) signs and symptoms of infectious diseases;

The licensee has failed to ensure that all new staff hired at the home are trained on the signs and symptoms of infectious diseases during their orientation.

Sources: Homes IPAC orientation package, SURGE, interview with IPAC lead.

WRITTEN NOTIFICATION: Emergency Plans

NC #012 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 268 (8) (a)

Emergency plans

s. 268(8) The licensee shall ensure that the emergency plans for the home are evaluated and updated,

(a) at least annually, including the updating of all emergency contact information of the entities referred to in paragraph 4 of subsection 268 (4); and

The licensee has failed to ensure that their emergency plan in regards to heat loss has been reviewed and updated annually. Specifically, the homes emergency plan regarding heat loss was last reviewed and updated in October 2021.

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Sources: Homes Emergency Plan on HVAC Failure, interview with the Administrator.



**Inspection Report Under the
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