



Ministry of Health and  
Long-Term Care

Ministère de la Santé et des Soins  
de longue durée

Inspection Report under  
the Long-Term Care  
Homes Act, 2007

Rapport d'inspection prévue  
sous *la Loi de 2007 sur les foyers  
de soins de longue durée*

Long-Term Care Homes Division  
Long-Term Care Inspections Branch

Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée

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## Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Feb 26, 2019	2019_664602_0008	030521-18, 031087-18, 031438-18, 031530-18, 031831-18, 000503-19, 002313-19	Critical Incident System

### Licensee/Titulaire de permis

The Corporation of the County of Hastings  
235 Pinnacle Street P.O.Bag 4400 BELLEVILLE ON K8N 3A9

### Long-Term Care Home/Foyer de soins de longue durée

Hastings Centennial Manor  
1 Manor Lane P.O. Box 758 BANCROFT ON K0L 1C0

### Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs

WENDY BROWN (602)

## Inspection Summary/Résumé de l'inspection



The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): On site: January 31, February 1, 8, 11, 19 & 20, 2019 and off site: February 5, 6, 9, 12, 13 & 21, 2019

031087-18 (M537-000058-18) - regarding resident missing <3 hours.  
000503-19 (M537-000002-19) - regarding a fall with injury and transfer to hospital.  
002313-19 (M537-000005-19) - regarding resident to resident sexual abuse.  
030521-18 (M537-000056-18) - regarding a fall with injury and transfer to hospital.  
031530-18 (M537-000062-18) - regarding resident to resident physical and verbal abuse. See also 031438-18 (M537-000061-18).  
031831-18 (M537-000064-18) - regarding a fall with injury and transfer to hospital.  
031438-18 (M537-000061-18) - regarding resident to resident physical and verbal abuse. See also 031530-18 (M537-000061-18).

During the course of the inspection, the inspector(s) spoke with residents, family members, Personal Support Workers (PSW), Registered Practical Nurses (RPN), Registered Nurses (RN), the Assistant Director of Nursing (ADON), the Director of Nursing (DON), the environmental service supervisor, the physician, the Nurse Practitioner and the Administrator. In addition, observations of resident care service delivery, and reviews of the electronic record, and relevant Long-Term Care home policies were completed. Investigation & communication documents, door event, point of care summaries and external referral packages were also reviewed.

The following Inspection Protocols were used during this inspection:

Falls Prevention  
Prevention of Abuse, Neglect and Retaliation  
Responsive Behaviours  
Safe and Secure Home

During the course of this inspection, Non-Compliances were not issued.

0 WN(s)  
0 VPC(s)  
0 CO(s)  
0 DR(s)  
0 WAO(s)



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

Légende

WN – Avis écrit  
VPC – Plan de redressement volontaire  
DR – Aiguillage au directeur  
CO – Ordre de conformité  
WAO – Ordres : travaux et activités

Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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**Issued on this 26th day of February, 2019**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**