

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: July 28, 2025

Inspection Number: 2025-1558-0006

Inspection Type:

Complaint
Critical Incident

Licensee: The Corporation of the County of Hastings

Long Term Care Home and City: Hastings Manor Home for the Aged, Belleville

INSPECTION SUMMARY

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

The following intake(s) were inspected:

- Intake: #00151595/CI #M538-000040-25; Intake: #00152167/CI #M538-000042-25 - Falls resulting in injury
- Intake: #00151657 - CI #M538-000041-25 - Outbreak declared
- Intake: #00152340IL - Complaint related to residents rights

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

Skin and Wound Prevention and Management
Infection Prevention and Control
Residents' Rights and Choices
Falls Prevention and 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 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee has failed to ensure that the care set out in the plan of care for a resident was provided as specified in the plan.

Specifically, on a day in July 2025, a resident required assistance. Their call bell had fallen to the floor and they could not ring for assistance. Staff confirmed the call bell was not clipped to the resident's pillow or sheet.

Sources: Resident's progress notes, care plan, and Kardex; Inspector's observation, nursing calendar; and interviews with staff.