

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

Ottawa District
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Ottawa, ON, K1S 3J4
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Original Public Report

Report Issue Date: April 20, 2023	
Inspection Number: 2023-1153-0003	
Inspection Type: Complaint	
Licensee: Hilltop Manor Nursing Home Limited	
Long Term Care Home and City: Hilltop Manor Nursing Home (Merrickville), Merrickville	
Lead Inspector Cheryl Leach (719340)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 12, 13, 14, 17, 18, 2023

The following intake(s) were inspected:

- Intake: #00021944-[IL-10749-OT] Complainant concerns regarding PSW job routine, PSW short staffing, housekeeping, maintenance, shortage of hot water and resident care.

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

Resident Care and Support Services
Housekeeping, Laundry and Maintenance Services
Infection Prevention and Control

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.