

**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

<b>Original Public Report</b>	
<b>Report Issue Date:</b> August 21, 2023	
<b>Inspection Number:</b> 2023-1153-0005	
<b>Inspection Type:</b> Complaint	
<b>Licensee:</b> Hilltop Manor Nursing Home Limited	
<b>Long Term Care Home and City:</b> Hilltop Manor Nursing Home (Merrickville), Merrickville	
<b>Lead Inspector</b> Polly Gray-Pattemore (740790)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

<b>INSPECTION SUMMARY</b>
<p>The inspection occurred onsite on the following date(s): July 19-24, 2023</p> <p>The following intakes were completed in this complaint inspection:</p> <ul style="list-style-type: none"> <li>Intake #00091057 and #00091705 was related to resident medication administration, dehydration, skin and wound, air conditioning and consent for treatment.</li> </ul>

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

- Skin and Wound Prevention and Management
- Medication Management
- Food, Nutrition and Hydration
- Safe and Secure Home
- Infection Prevention and Control

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Involvement of resident, etc.

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 6 (5)

The licensee has failed to ensure that the resident, the resident's substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate fully in the development and implementation of the resident's plan of care.

#### Rationale and Summary:

A review of the resident's Power of Attorney (POA) for Personal Care, identified an individual as the substitute if spouse unable to act as POA for Personal Care. Review of the resident's Advance Directives/Consent to Plan of Treatment, identified the same individual as the Substitute Decision Maker (SDM). Review of the resident's Point Click Care (PCC) dashboard indicated the same individual as the POA for Personal Care and emergency contact. Review of a progress note indicates consent for treatment received from someone other than the individual identified as the POA for Personal Care.

During an interview with a staff member, they confirmed the resident is not capable to make their own decisions related to new treatments and acknowledged that the individual identified as the POA for Personal Care was not contacted to receive consent for a new treatment.

**Sources:** Resident POA for Personal Care; resident Advance Directives/Consent to Plan of Treatment; resident progress notes, resident PCC dashboard; and interview with staff member. [740790]