

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Original Public Report

Report Issue Date: March 27, 2024	
Inspection Number: 2024-1495-0002	
Inspection Type: Critical Incident	
Licensee: Knollcrest Lodge	
Long Term Care Home and City: Knollcrest Lodge, Milverton	
Lead Inspector Kailee Bercowski (000734)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: March 19 - 22, 2024

The following intake was inspected:

- Intake #00107960 - CI 2996-000002-24 related to an infection outbreak at the home.

The following intake was completed during the inspection:

- Intake #00110885 - CI 2996-000004-24 related to an infection outbreak at the home.

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

Infection Prevention and Control

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

INSPECTION RESULTS

WRITTEN NOTIFICATION: Directives by Minister

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

Non-compliance with: FLTCA, 2021, s. 184 (3)

Directives by Minister

s. 184 (3) Every licensee of a long-term care home shall carry out every operational or policy directive that applies to the long-term care home.

The licensee has failed to ensure an IPAC Self-Assessment Audit for Long-Term Care Homes was fully completed on a date in February 2024, as per the Minister's Directive: COVID-19 response measures for long-term care homes.

The Minister's Directive, COVID-19 response measures for long-term care homes directed homes to conduct regular IPAC audits in accordance with the COVID-19 Guidance Document for Long-Term Care Homes in Ontario. The guidance document stated long-term care homes must complete IPAC audits at least weekly when in outbreak, in alignment with the requirement under the IPAC standard. At minimum, the audits must include Public Health Ontario's "COVID-19: Self-Assessment Audit Tool for Long-Term Care Homes and Retirement Homes".

Rationale and Summary

The home experienced a COVID-19 outbreak between January and February 2024.

During this time, a weekly IPAC Self-Assessment Audit was not fully completed with five questions pertaining to IPAC measures in resident's rooms.

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

When the home's IPAC Self-Assessment Audit was not fully completed during an ongoing outbreak, residents were at risk of unidentified contributing factors to infection spread.

Sources: An IPAC Self-Assessment Audit from February 2024; Interview with the home's IPAC Lead
[000734]

WRITTEN NOTIFICATION: Housekeeping

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

Non-compliance with: O. Reg. 246/22, s. 93 (2) (b) (i)

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(b) cleaning and disinfection of the following in accordance with manufacturer's specifications and using, at a minimum, a low level disinfectant in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices:

(i) resident care equipment, such as whirlpools, tubs, shower chairs and lift chairs,

As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee has failed to ensure that procedures were developed and implemented for cleaning and disinfection of lift devices using at a minimum, a low-level disinfectant in accordance with evidence-based practices.

Rationale and Summary

The home's policy for the Cleaning of Nursing, Medical, and Personal Care

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Equipment (last revised March 2024), directed staff to clean and disinfect noncritical medical equipment within the client/patient/resident's environment, and used between clients/patients/residents, after each use.

During the inspection, two PSWs used lift equipment for transferring a resident in the Sunny View unit. They did not disinfect the lift, and proceeded to use it with a resident in a room down the hall. Staff each thought the other PSW had disinfected the lift.

On another occasion, two PSWs used lift equipment for transferring a resident in the Country View unit. One of the PSWs said they cleaned the lift before and after use with the wipes attached to the lift, however no wipes were present on the lift or in the room, before or after it was used with the resident.

The home's IPAC Lead said PSW staff were expected to disinfect the lift equipment, as per the low-level disinfectant instructions, immediately before and after use with residents, because the lifts were stored in the hallway and could be touched by anyone.

When the lift equipment was not disinfected before and after use with residents, residents were at increased risk of transmission of infectious micro-organisms.

Sources: Inspector observations from March 2024; Interviews with the home's IPAC Lead and other staff.

[000734]