

Ministry of Long-Term Care

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

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Original Public Report

Report Issue Date: January 14, 2024	
Inspection Number: 2024-1391-0001	
Inspection Type: Complaint Critical Incident Follow up	
Licensee: 2063414 Ontario Limited as General Partner of 2063414 Investment LP	
Long Term Care Home and City: Langstaff Square Community, Richmond Hill	
Lead Inspector Fatemeh Heydarimoghari (742649)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 8, 9, 10, 11, 12, 15, 16, 17, 18, 2024

The following intake(s) were inspected:

- One Intake related to physical abuse.
- One Intake related to dining and snack service.
- Two Intakes related to COVID-19 Outbreak
- One Intake related to Second Follow up to Compliance Order (CO) #001 from Inspection #2023-1391-0004 related to FLTCA, 2021, s. 24 (1)
- One Intake related to a fall.

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Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2023-1391-0004 related to FLTCA, 2021, s. 24 (1) inspected by Fatemeh Heydarimoghari (742649)

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

- Food, Nutrition and Hydration
- Housekeeping, Laundry and Maintenance Services
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Staffing, Training and Care Standards
- Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Reporting and Complaints

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

Non-compliance with FLTCA, 2021, s. 27 (1) (a) (i),

The licensee failed to immediately investigate the alleged abuse of resident.

Rationale and Summary

A complaint and Critical Incident Report were submitted to the Director indicating a concern regarding an alleged staff to resident emotional abuse.

The Director of Care (DOC) confirmed that they received an email from the registered staff about an altercation between two Personal Support Workers (PSWs)

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and a resident. The email indicated that the resident was upset after care was provided.

The DOC acknowledged that the home did not investigate the incident as they believed the resident displayed responsive behaviour and the two PSWs continued to provide care to the resident.

There was a potential risk to resident safety and a further incident when a home did not investigate the incident.

Sources

CIR, interviews with DOC and email communication. [742649]

WRITTEN NOTIFICATION: Hazardous substances

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

Non-compliance with O. Reg. 246/22, s. 97

The licensee failed to ensure that all hazardous substances at the home are kept inaccessible to residents at all times.

Rationale and Summary

During an initial tour of the home, The Inspector observed chemical cleaning products in an open bucket hanging on the housekeeping cart in the hallway of three separate resident home areas. The products were easily accessible to the resident and also away from the housekeeper's eyesight.

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Housekeepers # 101, #103, and #104 confirmed that cleaning products should always be kept inaccessible to residents.

The housekeeping supervisor acknowledged that keeping a cleaning chemical product in an open bucket, accessible to residents, is not accepted by the home, and all housekeepers received education regarding the expectations.

There was a potential risk to resident safety when cleaning products were easily accessible to the resident.

Sources

Observations and interviews with staff. [742649]

NOTICE OF RE-INSPECTION FEE

Pursuant to section 348 of O. Reg. 246/22 of the Fixing Long-Term Care Act, 2021, the licensee is subject to a re-inspection fee of \$500.00 to be paid within 30 days from the date of the invoice.

A re-inspection fee applies since this is, at minimum, the second follow-up inspection to determine compliance with the following Compliance Order(s) under s. 155 of the FLTCA, 2021, and/or s. 153 of the LTCHA, 2007.

Second-time follow-up order as the home did not comply the first time.

Licensees must not pay a Re-Inspection Fee from a resident-care funding envelope provided by the Ministry (i.e., Nursing and Personal Care (NPC); Program and Support Services (PSS); and Raw Food (RF)). By submitting a payment to the Minister of Finance, the licensee is attesting to using funds outside a resident-care funding envelope to pay the Re-Inspection Fee.