

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: September 7, 2023	
Inspection Number: 2023-1121-0004	
Inspection Type: Critical Incident	
Licensee: Extencicare (Canada) Inc.	
Long Term Care Home and City: MacKenzie Place, Newmarket	
Lead Inspector Vernon Abellera (741751)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 23, 24, 25, 28, and 29, 2023.

The following intake(s) were inspected:

- Intake related to falls prevention and management.
- Intake related to resident care and support services.

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

Resident Care and Support Services
Infection Prevention and Control
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: O. Reg. 246/22, s. 29 (4) (a)

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The licensee failed to ensure that a resident was assessed by the Registered Dietitian (RD) to address risks to nutrition and hydration when there was a significant change in their health condition.

Rationale and Summary:

A Critical Incident Report (CIR) was submitted to the Director related to resident's fall resulting in an injury. The resident was subsequently sent to the hospital and returned to the Long-Term Care Home (LTCH) with significant change in health condition.

The resident's clinical records indicated they had significant change in their health condition. As documented on their progress note, the resident was identified as having nutritional issues. An intervention was initiated due to poor intake.

The home's policy titled, 'Nutritional care and Hydration', directed the RD to assesses any significant changes in the resident's nutritional status and makes recommendations to address nutrition and hydration risks.

The Director of Care (DOC) acknowledged that changes to a resident's health condition would be considered a significant change in the resident's health status which required an RD assessment.

The RD acknowledged that they received the nutritional referral from the nursing department but failed to complete the nutritional assessment.

The lack of an RD assessment for a resident might have negatively impacted the resident's nutrition and hydration status, and contributed to their decline in health status.

Sources: Resident's clinical records, interviews with DOC, and RD, home's policy (procedure) Nutritional Care and Hydration (Index: Care 7-010.01, modified March 31, 2023).

[741751]