Ontario

Inspection Report Under the
Fixing Long-Term Care Act, 2021

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

Public Report

Report Issue Date: March 6, 2025
Inspection Number: 2025-1121-0002
Inspection Type: Critical Incident
Licensee: Revera Long Term Care Inc.
Long Term Care Home and City: MacKenzie Place, Newmarket

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 4-6, 2025

The following intake was inspected:

- An intake related to the alleged neglect of residents by a staff member.

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

Medication Management
Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Administration of Drugs

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: O. Reg. 246/22, s. 140 (2)

Administration of drugs
s. 140 (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber. O. Reg. 246/22, s. 140 (2).

The licensee failed to ensure that two residents received a specified medical intervention as ordered by the physician.

On a specified date, Registered Practical Nurse (RPN) #102 was observed to be experiencing difficulty with the completion of the morning medication administration, which included a specified intervention for two residents. No entries were made in either of the resident's electronic medication administration records (eMAR) to confirm completion. RPN #102confirmed to the Director of Care (DOC) that they had failed to complete the task as ordered. One resident experienced a departure from their baseline as a result of the RPN failing to follow doctor's orders.

Sources: clinical records, eMAR for both residents for specified date, long-term care home's investigation notes, interview with DOC.

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