

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Divisions Branch

Ottawa District
347 Preston Street, Suite 420
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Original Public Report

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| Report Issue Date: June 16, 2023 | |
| Inspection Number: 2023-1201-0004 | |
| Inspection Type: Complaint Follow up Critical Incident System | |
| Licensee: Marianhill Inc. | |
| Long Term Care Home and City: Marianhill Nursing Home, Pembroke | |
| Lead Inspector Polly Gray-Pattemore (740790) | Inspector Digital Signature |
| Additional Inspector(s) Severn Brown (740785) Jessica Nguyen (000729) | |

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s):
May 15-31, 2023, with May 15-30 conducted on-site and May 31, 2023 conducted off-site.

The following intakes were completed in this complaint inspection:

- Intake #00020605 was related to alleged neglect; poor care; and dietary concerns.
- Intake #00020621 was related to the meal service; alleged neglect; and management of the home.
- Intake #00022734 was related to concerns regarding end-of-life and palliative care.

The following intake was completed in the Follow-Up inspection:

- Intake #00084331 was related to Infection Prevention and Control.

The following intake was completed in this Critical Incident (CI) inspection:

- Intake #00021883/CI#2702-000006-23 was related to a fall with injury.

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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 #2023-1201-0002 related to O. Reg. 246/22, s. 102 (2) (b) inspected by Polly Gray-Pattemore (740790)

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

- Resident Care and Support Services
- Food, Nutrition and Hydration
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Palliative Care
- Falls Prevention and Management

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.