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

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Public Report

Report Issue Date: May 13, 2025
Inspection Number: 2025-1608-0003
Inspection Type: Critical Incident
Licensee: The Corporation of the County of Lambton
Long Term Care Home and City: Marshall Gowland Manor, Sarnia

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 7-9, and 13, 2025.

The following intake was inspected:

- Critical Incident (CI) #M613-000009-25 related to allegations of resident neglect.

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

Prevention of Abuse and Neglect
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: Responsive behaviours

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

Non-compliance with: O. Reg. 246/22, s. 58 (4) (b)

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

(b) strategies are developed and implemented to respond to these behaviours, where possible; and

The licensee failed to ensure that when a resident demonstrated responsive behaviours, strategies to respond to these behaviours were implemented. The resident exhibited a responsive behaviour and personal support staff did not report this behaviour to nursing staff. As it was not reported to them, nursing staff were unaware that the resident had exhibited the responsive behaviour and therefore did not implement strategies to respond to these behaviours as directed in their plan of care.

Sources: The resident's clinical record, including care plan, tasks, progress notes, and orders; the home's investigation notes related to a CI; and staff interviews.