

Original Public Report

Report Issue Date August 9, 2022
Inspection Number 2022_1519_0001
Inspection Type
 Critical Incident System Complaint Follow-Up Director Order Follow-up
 Proactive Inspection SAO Initiated Post-occupancy
 Other _____

Licensee
The Perley and Rideau Veterans' Health Centre
1750 Russell Road Ottawa ON K1G 5Z6

Long-Term Care Home and City
The Perley and Rideau Veterans' Health Centre
1750 Russell Road Ottawa ON K1G 5Z6

Lead Inspector
ANANDRAJ (ANDY) NATARAJAN #573

Inspector Digital Signature

Additional Inspector(s)
Inspector(s) #740811, 740814, 741823 and 740785 were present during the inspection as an observer.

INSPECTION SUMMARY

The inspection occurred on the following date(s): June 27- 30, 2022, July 4- 8, 11-15 and 18, 2022.

The following intake(s) were inspected:

- Intake 005915-22 and 008825-22 complaints related to allegation of staff to resident physical abuse and concerns related to resident care.

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

- Infection Prevention and Control (IPAC)
- Prevention of Abuse and Neglect
- Resident Care and Support Services

INSPECTION RESULTS

WRITTEN NOTIFICATION [PLAN OF CARE]

NC#01 Written Notification pursuant to FLTCA, 2021, s. 154(1)1

Non-compliance with: FLTCA, 2021 - s.6 (7)

The licensee has failed to ensure that the care set out in the plan of care was provided to resident #001 as specified in the plan.

Rationale and Summary

A review of the plan of care for the resident's toileting care identified instructions to the staff on how to communicate with the resident. The plan of care directed the staff to communicate with positive tone of voice, one person talks, and the steps needed to be simple and direct.

The inspector reviewed video footage dated on a day in May 2022 where two PSW staff assisted with the resident's toileting care. The video footage showed that while providing the toileting care, the PSW failed to communicate with the resident and did not follow the instructions as specified in the plan.

Sources: the resident's plan of care, video surveillance, and interview with the staff members.

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