

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

Ottawa District
347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Public Report

Report Issue Date: December 12, 2024

Inspection Number: 2024-1287-0005

Inspection Type:
Critical Incident

Licensee: CVH (No. 4) LP by its general partner, Southbridge Care Homes (a limited partnership, by its general partner, Southbridge Health Care GP Inc.)

Long Term Care Home and City: Pinecrest (Plantagenet), Plantagenet

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 10 - 12, 2024

The following intake(s) were inspected:

- Intake: #00130447 - related to an allegation of neglect of a resident by a staff member.
- Intakes: #00130525 and #00131623 - related to alleged resident to resident physical abuse.

The following Inspection Protocols were used during this inspection:

Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Transferring and positioning techniques

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

Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

The licensee has failed to ensure that staff use safe transferring and positioning techniques when assisting residents using the tub lift.

During the inspection, a Personal Support Worker (PSW) reported they did not need two staff members to use the tub lift for resident's baths in the home. The Director of Care indicated all devices used to elevate residents in the home are considered a lift and require two staff members assistance.

Sources: Interviews with PSW and DOC, and record review of the policy Safe Resident Lifts and Transfers Program # LP-01-01.

WRITTEN NOTIFICATION: Continence care and bowel management

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 56 (2) (g)

Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

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(g) residents who require continence care products have sufficient changes to remain clean, dry and comfortable; and

The licensee has failed to ensure that a resident who required continence care products, had sufficient changes to remain clean, dry and comfortable.

In October 2024, a resident's clothing was wet as they did not have their continence brief changed for an extended period of time. A PSW indicated the resident's clothing was wet as their continence brief was saturated in urine and the resident complained they were wet.

Sources: Resident health care records, the critical incident investigation package were reviewed and interviews with PSW and the Administrator.

WRITTEN NOTIFICATION: Responsive behaviours

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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

Responsive behaviours

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

(c) actions are taken to respond to the needs of the resident, including assessments, reassessments and interventions and that the resident's responses to interventions are documented.

The licensee has failed to ensure that actions were taken to respond to the needs of a resident on a specific day in October 2024, including assessments, reassessments and interventions resistance in provision of continence care and that the resident's responses to interventions were documented.

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In October 2024, a resident did not have their continence care provided for an extended period of time, due to resistance of care offered from PSW staff. The resident's responsive behaviour responses to continence care interventions were not assessed and reassessed or documented.

Sources: Resident health care records reviewed, interviews with PSW and the Administrator.