

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: December 6, 2024

Inspection Number: 2024-1490-0004

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: The Governing Council of the Salvation Army in Canada

Long Term Care Home and City: R. H. Lawson Eventide Home, Niagara Falls

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 20, 21, 22, 25, 26, 2024

The following intake(s) were inspected:

- Intake: #00126423 - Follow-up to Compliance Order (CO) #001 from Inspection #2024-1490-0002 related to housekeeping, laundry and maintenance services.
- Intake: #00128435 - Critical Incident (CI) related to fall prevention and management.
- Intake: #00130731 - CI related to resident safety and security.
- Intake: #00131369 - Complaint related to resident safety and security in the home.

The following intake(s) were completed in this inspection:

- Intake: #00130627 - CI related to fall prevention and management.

Previously Issued Compliance Order(s)

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The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2024-1490-0002 related to O. Reg. 246/22, s. 93 (2) (a) (i)

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

Housekeeping, Laundry and Maintenance Services
Infection Prevention and Control
Safe and Secure Home
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (10) (b)

Plan of care

s. 6 (10) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when,
(b) the resident's care needs change or care set out in the plan is no longer necessary.

The licensee has failed to ensure that the plan of care was revised when the resident's care needs changed.

Rationale and Summary

On a specified date in October 2024, a resident had an unwitnessed fall that resulted in sending the resident to the hospital. The resident arrived back at the

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Long-Term Care Home (LTCH) with no injuries on a specified date in October 2024.

The inspector reviewed the resident's plan of care and there was no indication of the specified fall prevention intervention. The Director of Care (DOC) confirmed that the resident's fall prevention intervention should be in the plan of care.

Failure to update the plan of care could lead to all staff not being aware of the resident's fall interventions.

Sources: Resident's clinical records, observations, and interviews with staff.

COMPLIANCE ORDER CO #001 Hazardous substances

NC #002 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 97

Hazardous substances

s. 97. Every licensee of a long-term care home shall ensure that all hazardous substances at the home are labelled properly and are kept inaccessible to residents at all times.

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

Specifically, the licensee must:

- 1) Provide re-education to all the housekeeping/Environmental Services staff on safe handling and storage of hazardous substances.
- 2) Document and maintain a record of the re-education provided as outlined in part 1, including the date, name of staff, their role, signatures, and the name of the staff member who provided the education.
- 3) Conduct a daily audit of the housekeeping/environmental services staff for two weeks or until compliance is achieved to ensure that all hazardous substances at

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the home are kept inaccessible to residents at all times.

4) Document and maintain a written record of the audits outlined in part 3, including the outcome, any corrective actions taken, the date, and the name of the person who completed the audit for the Inspector review upon request.

Grounds

The licensee failed to ensure that hazardous substances at the home were kept inaccessible to the resident at all times.

Rationale and Summary

On a specified date in October 2024, a registered staff discovered a bottle of hazardous substance in the resident's room.

The registered staff assessed the resident with a suspicion of hazardous substance ingestion that was discovered in the resident's room earlier. The registered staff noted health concerns on assessment and the resident was transferred to the hospital the same day.

The resident was put at risk of physical harm when a bottle containing a hazardous substance was left unattended inside the resident's room.

Sources: Resident's clinical records, Critical Incident report, home's internal investigation notes, and interviews with staff.

This order must be complied with by December 20, 2024

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

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If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

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Director

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Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.