

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

| Original Public Report | |
|---|------------------------------------|
| Report Issue Date: July 19, 2023 | |
| Inspection Number: 2023-1177-0004 | |
| Inspection Type: Complaint Critical Incident System | |
| Licensee: 0760444 B.C. Ltd. as General Partner on behalf of Omni Health Care Limited Partnership | |
| Long Term Care Home and City: Rosebridge Manor, Jasper | |
| Lead Inspector Darlene Murphy (103) | Inspector Digital Signature |
| Additional Inspector(s) | |

| INSPECTION SUMMARY |
|---|
| <p>The inspection occurred onsite on the following date(s): July 4, 5, 6, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake: #00090660 – (CI: 2671-000004-23) – related to an alleged incident of improper/incompetent treatment of resident by a staff member • Intake: #00090695 – Complaint- related to the alleged incident of improper/incompetent care of a resident by a staff member. |

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

- Infection Prevention and Control
- Falls Prevention and Management

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Plan of Care

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: FLTCA, 2021, s. 6 (1) (c)

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

The licensee shall:

- 1) Review all resident plans of care for residents that require 2 staff for continence care and bed mobility to ensure there is clear directions specified for staff.
- 2) Ensure any changes made to resident plans of care are communicated to all direct care staff.
- 3) Complete random audits to ensure staff are compliant with the resident plans of care.
- 4) Document the audits and actions taken based on the audit results.
- 5) Provide the PSW education regarding the need to ensure all aspects of a resident's plan of care are taken into account before providing resident care.
- 6) Document the contents of the education provided to the PSW, the date provided and the name of the person who provided the education.

Grounds

The licensee has failed to ensure a resident's written plan of care provided clear directions to staff.

Rationale and Summary

A PSW was providing continence care to a resident. While positioning the resident onto their right side, the resident fell out of bed and onto the floor. The PSW was interviewed and stated they had provided care to this resident numerous times on their own. At the time of this incident, the resident's plan of care related to continence care did not specify the number of staff required, however the resident's plan of care related to bed mobility did specify 2+ staff were required for physical assist.

Failing to provide care to the resident by taking into account all aspects of their care needs, resulted in the resident falling out of bed and being transferred to hospital for further assessment and treatment.

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[103]

Summary: interviews with PSW staff, RN staff and the Director of Care (DOC), the resident's plan of care related to continence care and bed mobility.

This order must be complied with by July 31, 2023

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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

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

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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

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

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.