

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Original Public Report

Report Issue Date: August 23, 2023

Inspection Number: 2023-1258-0003

Inspection Type:

Critical Incident System

Licensee: Shanti Enterprises Limited

Long Term Care Home and City: Royal Terrace, Palmerston

Lead Inspector

Dianne Tone (000686)

Inspector Digital Signature

Additional Inspector(s)

Gurvarinder Brar (000687)

Jessica Bertrand (722374) was present at this inspection.

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 16-18, 21, 2023

The following intake(s) were inspected in this Critical Incident (CI) Inspection:

Intake: #00020773 - Fall Prevention and Management.

Intake: #00090510 - Resident to Resident abuse.

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

Infection Prevention and Control
Responsive Behaviours
Falls Prevention and Management

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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Infection Prevention and Control

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

Non-compliance with: O. Reg. 246/22, s. 102 (15) 1.

The licensee failed to ensure that the infection prevention and control lead designated under this section works regularly in that position on site at the home for at least 17.5 hours per week, for homes with a licensed bed capacity of 69 beds or fewer.

Rational and Summary:

The Director of Care said that the IPAC lead was working as the charge nurse for most of their scheduled IPAC shifts.

Payroll documents documented that the IPAC lead did not meet the required IPAC hours of 17.5 hours per week.

The registered staff work schedule documented the IPAC lead scheduled for one shift every two weeks for IPAC.

By not having the IPAC lead working the required hours, it may impact the homes ability to maintain the requirements of the IPAC program.

Sources:

Interview with DOC, Payroll documents, staff schedule.

[000868]