

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

Public Report

Report Issue Date: January 10, 2025

Inspection Number: 2024-1258-0004

Inspection Type:

Critical Incident
Follow up

Licensee: Shanti Enterprises Limited

Long Term Care Home and City: Royal Terrace, Palmerston

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: January 6-10, 2025

The following intakes were inspected:

- Intake: #00129715 - Follow-up #01 - CO #01 from inspection 2024-1258-0003, issued to FLTCA 2021 - s. 33 Policy to minimize restraining of residents, CDD 11/30/2024
- Intake: #00131034 - 2767-000029-24 - Resident to resident abuse.
- Intake: #00134376 - 2767-000033-24 Infectious disease outbreak.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found **NOT** to be in compliance:

Order #001 from Inspection #2024-1258-0003 related to FLTCA, 2021, s. 33

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

Infection Prevention and Control

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Prevention of Abuse and Neglect
Responsive Behaviours
Restraints/Personal Assistance Services Devices (PASD) Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Licensee must comply

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

Non-compliance with: FLTCA, 2021, s. 104 (4)

Conditions of licence

s. 104 (4) Every licensee shall comply with the conditions to which the licence is subject.

Compliance Order #001 to FLTCA s. 33, issued October 18, 2024, with a compliance due date of November 30, 2024, was not complied with.

The licensee failed to ensure the home's policy to minimize restraining of residents, and any necessary physical restraining of residents, was compliant with the Fixing Long Term Care Homes Act (FLTCA) and Ontario Regulation (O.REG.) 246/22, as required by the first section of Compliance Order #001. Accordingly, the licensee was unable to comply with the remaining four sections.

Sources: Interviews with members of the home's management team, the home's Restraint/PASD Policy (Last revised on November 16, 2024), and residents' clinical records.

[000734]

An Administrative Monetary Penalty (AMP) is being issued on this written

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notification AMP #001

NOTICE OF ADMINISTRATIVE MONETARY PENALTY (AMP)

The Licensee has failed to comply with FLTCA, 2021

Notice of Administrative Monetary Penalty AMP #001

Related to Written Notification NC #001

Pursuant to section 158 of the Fixing Long-Term Care Act, 2021, the licensee is required to pay an administrative penalty of \$1100.00, to be paid within 30 days from the date of the invoice.

In accordance with s. 349 (6) and (7) of O. Reg. 246/22, this administrative penalty is being issued for the licensee's failure to comply with an order under s. 155 of the Act.

Compliance History:

Compliance Order #01 from inspection 2024-1248-0003, issued to FLTCA s. 33, Policy to minimize restraining of residents

This is the first AMP that has been issued to the licensee for failing to comply with this requirement.

Invoice with payment information will be provided under a separate mailing after service of this notice.

Licensees must not pay an AMP from a resident-care funding envelope provided by the Ministry [i.e., Nursing and Personal Care (NPC); Program and Support Services (PSS); and Raw Food (RF)]. By submitting a payment to the Minister of Finance, the licensee is attesting to using funds outside a resident-care funding envelope to pay the AMP.