

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Original Public Report

Report Issue Date: April 24, 2023

Inspection Number: 2023-1311-0002

Inspection Type:

Complaint
Critical Incident System

Licensee: Caressant-Care Nursing and Retirement Homes Limited

Long Term Care Home and City: Caressant Care Courtland, Courtland

Lead Inspector

Kristen Murray (731)

Inspector Digital Signature

Additional Inspector(s)

Cheryl McFadden (745)

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 28, 29, 30, 2023

The following intake(s) were inspected:

- Intake: #00008036 - 2826-000017-22/2826-000018-22 - related to falls management
- Intake: #00020482 - 2826-000003-23 - related to falls management
- Intake: #00021687 - complaint related to staffing, management, hot water, and meal service
- Intake: #00083792 - complaint related to staffing and management

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

Resident Care and Support Services
Housekeeping, Laundry and Maintenance Services
Food, Nutrition and Hydration
Infection Prevention and Control
Staffing, Training and Care Standards
Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Maintenance services (Water temperature)

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

Non-compliance with: O. Reg. 246/22, s. 96 (2) (i)

The licensee failed to ensure that the temperature of the hot water serving all bathtubs and showers used by residents was maintained at a temperature of at least 40 degrees Celsius.

Rationale and Summary

A review of the home's documented bathing and water temperature records, identified that water temperatures were below 40 degrees Celsius during 15 out of 17 recorded baths. In an interview with a Personal Support Worker (PSW), they stated that hot water temperature for bathing was inconsistent and there had been times where the water did not reach the appropriate temperature. The home's hot water temperature policy stated that the temperature of hot water serving all bathtubs and showers used by residents was to be maintained at a temperature not below 40 degrees Celsius. The home's bathing water temperature policy stated water temperatures were to be maintained and monitored during bathing to support resident comfort and safety, and hot water temperatures were to be taken by staff who performed the resident's bath or shower prior to starting the bath.

Interim Executive Director (ED) and Interim Director of Care (DOC) said that water temperatures recorded for resident baths for the month of February 2023, were not consistently a minimum of 40 degrees Celsius.

There was risk to the residents related to the hot water temperature not maintained at a minimum temperature of 40 degrees Celsius for comfort.

Sources: The home's Hot Water Temperature policy (#LTC-ENVIR-S1-470.0), last reviewed October 20, 2022; the home's Bathing Water Temperature Monitoring – Tubs and Showers policy (#LTC-NURS-S4-85.0), last reviewed October 20, 2022; the home's hot water temperature monitoring records; interviews with a PSW, Interim ED and Interim DOC.

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Telephone: (800) 663-3775**WRITTEN NOTIFICATION: Maintenance Services (Monitoring)****NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.**

Non-compliance with: O. Reg. 246/22, s. 96 (2) (k)

The licensee failed to ensure that the water temperature was monitored once per shift in random locations where the residents had access to hot water.

Rationale and Summary

A review of the documented hot water temperature records for the home identified that water temperatures were not monitored once per shift on 25 out of 28 days of February 2023. In an interview with a Registered Nurse (RN), they stated they were supposed to do water temperature checks each shift to ensure the hot water is the appropriate temperature. The home's hot water temperature policy stated that hot water temperatures should have been monitored at minimum daily at the source and once per shift in random locations.

Interim Director of Care (DOC), said that hot water temperatures were not monitored at least once per shift during the month of February 2023.

There was minimal risk to the residents related to the hot water not being monitored once per shift.

Sources: The home's Hot Water Temperature policy (#LTC-ENVIR-S1-470.0), last reviewed October 20, 2022; the home's hot water temperature monitoring records; interviews with an RN, Interim ED and Interim DOC.

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WRITTEN NOTIFICATION: Director of Nursing and Personal Care**NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.**

Non-compliance with: O. Reg. 246/22, s. 250 (1) 4.

The licensee failed to ensure the home's Director of Nursing and Personal Care worked regularly in that position on site at the home, at least 24 hours per week.

Rationale and Summary

The Ministry of Long Term Care (MLTC) received two anonymous complaints that the home had no

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management in the building, including no Director of Care (DOC) on-site for weeks. Caressant Care Courtland had 55 licensed beds and the legislation required that the DOC work on site at least 24 hours per week. In an interview with a Registered Nurse (RN), they indicated that the home recently did not have adequate DOC staffing.

Interim Executive Director (ED) and Interim DOC identified that the previous DOC left their position and the Interim DOC started working in the home over five weeks later. Interim ED identified there was gap in coverage, and there was not a DOC on site at the home, at least 24 hours per week during those five weeks.

There was increased risk to resident care without a DOC in the home.

Sources: ACTIONline complaints; interviews with an RN, Interim ED and Interim DOC.

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

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