

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: March 27, 2024	
Inspection Number: 2024-1364-0002	
Inspection Type: Complaint	
Licensee: The Royale Development GP Corporation as general partner of The Royale Development LP	
Long Term Care Home and City: Granite Ridge Community, Stittsville	
Lead Inspector Lisa Cummings (756)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 7, 8, 11, 12, 13, 14, 15, 18, 19, 25, 2024

The following intake(s) were inspected:

- Intake #00107897 - A complaint with concerns regarding the complaint response procedure, a medical treatment, food and nutrition, housekeeping, and the management of responsive behaviours.

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

- Housekeeping, Laundry and Maintenance Services
- Food, Nutrition and Hydration

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Medication Management
Infection Prevention and Control
Responsive Behaviours
Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: Complaints procedure - licensee

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

Non-compliance with: FLTCA, 2021, s. 26 (1) (c)

Complaints procedure — licensee

s. 26 (1) Every licensee of a long-term care home shall,

(c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

The licensee has failed to ensure that a written complaint was immediately forwarded to the Director.

Sources: Review of Critical Incidents submitted to the Director, written complaint letter, interviews with the Administrator, an Associate Director of Care (ADOC), and the Resident and Family Experience Coordinator.

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[756]

WRITTEN NOTIFICATION: Responsive behaviours

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

Non-compliance with: O. Reg. 246/22, s. 58 (4) (c)

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

(c) actions are taken to respond to the needs of the resident, including assessments, reassessments and interventions and that the resident's responses to interventions are documented.

The licensee has failed to ensure that the behaviour monitoring reassessment was documented each shift during trials of a treatment. The ADOC stated the behaviour monitoring tool was to be completed each shift to assist in the analysis of the treatment trial.

Sources: Behaviour monitoring chart, Behaviour Support Ontario-Dementia Observation System (BSO-DOS) worksheet, Responsive Behaviours Management policy, and interviews with an RPN and an ADOC.

[756]

WRITTEN NOTIFICATION: Dealing with complaints

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 108 (1) 1.

Dealing with complaints

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s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm including, but not limited to, physical harm, to one or more residents, the investigation shall be commenced immediately.

The licensee has failed to ensure that a response was provided within ten business days for a complaint letter.

Sources: Complaint letter, Complaint response letter, interviews with the Administrator and the Resident and Family Experience Coordinator.

[756]