

Ministry of Long-Term Care

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

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: April 16, 2025

Inspection Number: 2025-1083-0002

Inspection Type:

Complaint

Critical Incident

Licensee: Revera Long Term Care Inc.

Long Term Care Home and City: Thorntonview, Oshawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 7- 9, 14-16, 2025

The following intake(s) were inspected:

An intake related to the financial abuse of a resident.

An intake related to neglect to a resident.

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

Continence Care

Infection Prevention and Control

Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Continence care and bowel management

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

Non-compliance with: O. Reg. 246/22, s. 56 (2) (g)

Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(g) residents who require continence care products have sufficient changes to remain clean, dry and comfortable; and

The licensee failed to ensure the staff provided the resident with sufficient incontinence products and perineal care to remain clean, dry, and comfortable.

A review of the home's internal investigation notes and interview with the Director of Care (DOC) indicated that the staff did not assist the resident with perineal care and incontinence product changes during certain periods on a specific day.

Sources: Internal investigation notes, Critical Incident Report (CIR), and interview with the DOC.

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

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