

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: October 2, 2024

Inspection Number: 2024-1133-0003

Inspection Type:

Complaint
Critical Incident

Licensee: Revera Long Term Care Inc.

Long Term Care Home and City: Summit Place, Owen Sound

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: September 23-26, 2024 and October 1, 2024

The following intakes were inspected:

- Intake: #00120726- Complaint brought forward related to resident care.
- Intake: #00124126- Complaint response related to care concerns for a resident.

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

Infection Prevention and Control
Whistle-blowing Protection and Retaliation
Prevention of Abuse and Neglect

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Personal Care

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

Non-compliance with: O. Reg. 246/22, s. 36

Personal care

s. 36. Every licensee of a long-term care home shall ensure that each resident of the home receives individualized personal care, including hygiene care and grooming, on a daily basis.

The Licensee failed to ensure that a resident's individualized plan of care was followed, specifically related to personal care, including hygiene care and grooming, on a daily basis.

Rational and Summary

The Long-term care home (LTCH) received a complaint related a resident's personal hygiene needs not being met.

A resident's personal hygiene and grooming needs were observed to have not been met as indicated in the plan of care.

A staff member expressed that there were concerns with the management of this resident's personal hygiene needs.

When the LTCH failed to meet the resident's personal hygiene needs, the resident was at risk of aspiration or discomfort.

Sources: Resident's clinical record; Critical Incident Report; photos of the resident; and interview with staff member.