

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: June 20, 2024	
Inspection Number: 2024-1250-0002	
Inspection Type: Complaint Critical Incident	
Licensee: Bruyère Continuing Care Inc.	
Long Term Care Home and City: Élisabeth-Bruyère Residence, Ottawa	
Lead Inspector Lisa Kluge (000725)	Inspector Digital Signature
Additional Inspector(s) Mildred Ababio (000808)	

## INSPECTION SUMMARY

The inspection occurred onsite from June 17 to 20, 2024.

The following intake(s) were inspected:

- Intake: #00110451 related to an unexpected death of a resident.
- Intake: #00117432 related to complaint regarding care and services and skin care management.

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services  
Skin and Wound Prevention and Management  
Infection Prevention and Control

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

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Communication and response system

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

Non-compliance with: O. Reg. 246/22, s. 20 (a)

Communication and response system

s. 20. Every licensee of a long-term care home shall ensure that the home is equipped with a resident-staff communication and response system that,  
(a) can be easily seen, accessed and used by residents, staff and visitors at all times;

The licensee has failed to ensure that the home's resident-staff communication and response system can be easily seen, accessed and used by a specified resident at all times.

Sources: Observations of this resident over a three day period and interviews with this resident and two specified PSW's. [000725]

### WRITTEN NOTIFICATION: Skin and wound care

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

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (ii)

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,  
(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,  
(ii) receives immediate treatment and interventions to reduce or relieve pain, promote healing, and prevent infection, as required,

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

The licensee has failed to ensure a specified resident exhibiting altered skin integrity of a pressure ulcer, received immediate treatment and interventions to reduce or relieve pain, promote healing, and prevent infection, as required.

Sources: Observations with this resident, interview an RPN and an RN and the resident's health care records were reviewed. [000725]

### WRITTEN NOTIFICATION: Continence care and bowel management

NC #003 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 has failed to ensure that a specified resident who required continence care products, had sufficient changes to remain clean, dry and comfortable on specified dates.

Sources: Interview with this resident and the Director of Care, observations of this resident, health care records reviewed for this resident and message/alarms chronological report for this resident over a two month period. [000725]