

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: July 10, 2023	
Inspection Number: 2023-1159-0002	
Inspection Type: Critical Incident System	
Licensee: QCC Corp.	
Long Term Care Home and City: Watford Quality Care Centre, Watford	
Lead Inspector Jennifer Bertolin (740915)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

<p>The inspection occurred onsite on the following date(s): June 27-29, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake: #00016970 [CI: 2652-000013-22]- Falls Prevention and Management • Intake: #00022137 [CI: IL-10851-AH/2652-000001-23] Falls Prevention and Management

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

- Infection Prevention and Control
- Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Skin and Wound Care

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: O. Reg. 246/22, s. 55 (2) (a) (ii)

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The licensee failed to ensure that a resident had a head-to-toe skin assessment completed upon return from the hospital.

Rationale and Summary

A resident had a fall with injury and was sent to the hospital for an assessment.

Review of the resident's progress notes and skin/wound assessments in Point Click Care(PCC) indicated that a head to toe skin assessment was not completed on them upon their return from the hospital.

During an interview with a staff member, indicated that a head to toe skin assessment was not completed on the resident upon their return from the hospital

During an interview with management, confirmed that a head to toe skin assessment should have been completed on the resident when they returned from the hospital.

Sources

Resident progress notes; skin assessments; Interviews with staff and management.

[740915]



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

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