


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

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

| Original Public Report | |
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| Report Issue Date: April 13, 2023 | |
| Inspection Number: 2023-1275-0002 | |
| Inspection Type: Complaint Critical Incident System | |
| Licensee: DTOC III Long Term Care LP by its general partner, DTOC III Long Term Care MGP (a general partnership), by its partners, DTOC III Long Term Care GP Inc. and Arch Venture Holdings Inc. | |
| Long Term Care Home and City: The Wellington Nursing Home, Hamilton | |
| Lead Inspector Carol Polcz (156) | Inspector Digital Signature  |
| Additional Inspector(s) | |

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 27-31, 2023 and April 3, 4, 6, 2023.

The following intake(s) were inspected:

- Intake: #00003272 - Alleged staff to resident physical abuse with injuries.
- Intake: #00004084 - Complaint with concerns regarding dining and snack service related to residents not provided with sufficient time to eat at their own pace.
- Intake: #00004871 - Resident to resident sexual abuse.

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

- Food, Nutrition and Hydration
- Infection Prevention and Control
- Prevention of Abuse and Neglect

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Accommodation Services

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

Non-compliance with: O. Reg. 246/22, s. 93 (2) (a) (ii)

The licensee failed to ensure that as part of the organized program of housekeeping under clause 19 (1) (a) of the Act, procedures were developed and implemented for cleaning of the home including common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces.

Rationale and Summary:

During a kitchen walk-through with the Food Service Manager (FSM) on March 30, 2023, it was noted that the kitchen needed to be cleaned. The FSM confirmed that the pipes at the back of the kitchen near the new Robocoup appliance were laden with dust and dirt, food debris/splashes were on the walls, behind the large soup pots, on the oven, on an older Robocoup appliance located on the counter etc. The stand-alone fridges in the kitchen were noted to be dirty; one was out of commission for running too hot yet still contained the daily food samples. The FSM agreed to move them to a properly working fridge. The exhaust hood was last cleaned November 1, 2022. The steam table had a wood counter which may not be able to be cleaned properly. The walk-in freezer was very dirty with debris, splashes and crumbs on the floor and under the shelving.

It was reported that the kitchen had not had a deep clean in quite some time and that there was a current concern with cockroaches. A review of the pest control documents indicated that the home monitors the traps and bait on a bi-weekly to monthly basis (Pest control was last in attendance on March 16, 2023 where “light cockroaches were found on the monitors – monitors replaced”) and were in for a deep spray a few months prior.

The FSM stated that the kitchen floor was to be cleaned daily and other cleaning duties were to be performed as per the task list and policies, however, they often worked short and the staff did not have enough time to complete their cleaning duties. Cleaning rotation tasks included cleaning the cooks fridge; cleaning and organizing the walk-in fridge and sweeping the freezer floor; washing the kitchen, refrigerator and stock room floor; as well as cleaning any spills and drips on walls. A review of the cleaning task sheets indicated that these tasks were often not completed.

A review of policies provided by the FSM included responsibilities such as “maintains a sanitary and clean working environment; cleans hot food truck and pantry equipment and counters; and completes

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special duty cleaning as per schedule” as well as “floors in the kitchen/server shall be washed daily to retain floors in a clean sanitary condition”. It was confirmed that the policies were not followed.

The FSM confirmed that the kitchen area was in need of a deep clean, including the floors, contact surfaces and wall surfaces and that the cleaning procedures were not implemented or followed by the home.

Sources: Observations and interview with the FSM and Director of Environmental Services, review of pest control records, cleaning policies and kitchen cleaning task forms.