

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: May 30, 2023	
Inspection Number: 2023-1426-0004	
Inspection Type: Complaint Follow up Critical Incident System	
Licensee: Holland Christian Homes Inc.	
Long Term Care Home and City: Grace Manor, Brampton	
Lead Inspector Janis Shkilnyk (706119)	Inspector Digital Signature
Additional Inspector(s) Kailee Bercowski (000734) Brittany Nielsen (705769)	

INSPECTION SUMMARY
<p>The inspection occurred onsite on the following date(s): May 17, 18, 19, 23, 24, 25, 26, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake: #00016018 - Follow-up #: 1 - FLTCA, 2021 - s. 90 (1) (b) • Intake: #00084258 - complaint related to concerns with resident plan of care • Intake: #00084981 - fall of a resident with injury • Intake: #00086384 - allegation of staff to resident abuse • Intake: #00087255 - fall of a resident with injury

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order ##001 from Inspection #2022-1426-0002 related to FLTCA, 2021, s. 90 (1) (b) was complied.

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

- Resident Care and Support Services
- Contenance Care
- Food, Nutrition and Hydration
- Infection Prevention and Control
- Safe and Secure Home
- Prevention of Abuse and Neglect
- Staffing, Training and Care Standards
- Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Dining and snack service

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

Non-compliance with: O. Reg. 246/22, s. 79 (1) 9.

The licensee has failed to ensure that the home used safe feeding techniques to assist residents with drinking fluids.

Rationale and Summary

The home's policy, Meal Service, policy # DIET 04-06, revised January 2023, stated that if a resident required assistance with feeding staff were to sit beside the resident. Mandatory safe feeding techniques education provided to staff by the home stated staff were to sit at eye level with the resident.

Staff were observed standing while assisting residents with drinking their fluids from nourishment carts.

The Director of Resident Care (DRC) stated the expectation is that staff sit to feed residents food and fluids.

By failing to ensure safe feeding practices were used when assisting residents with fluids, there was a risk of residents choking.

Sources:



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

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Resident observations, interviews with staff, Meal Service policy #DIET 04-06, revised, January 2023, the home's 2022 mandatory training, onboard training.

[706119]



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