

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: October 17, 2024

Inspection Number: 2024-1619-0004

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: The Corporation of Norfolk County

Long Term Care Home and City: Norview Lodge, Simcoe

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 9, 10, 11, 15, 16, 2024.

The following intake(s) were inspected:

- Intake: #00119566 - CI-M624-000013-24 Fall of resident injury.
- Intake: #00119800 - CI-M624-000014-24 Enteric Outbreak.
- Intake: #00123183 -CI-M624-000021-24 - Improper/Incompetent care of resident.
- Intake: #00124557 - CI-M624-000024-24 Improper/Incompetent care of resident.
- Intake: #00124712 - Anonymous complaint related to operations of the home.
- Intake: #00126999 - Anonymous complaint related to resident care.
- Intake: #00123298 - Follow-up #: 1 - CO #001, FLTCA, 2021 - s. 24 (1) Duty to Protect.
- Intake: #00123300 - Follow-up #: 1, CO #002, FLTCA, 2021 - s. 25 (1), Policy to Promote Zero Tolerance.

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- Intake: #00123299 - Follow-up #: 1 CO #003, FLTCA, 2021 - s. 28 (1) 2., Reporting Certain Matters to Director.

Previously Issued Compliance Order(s)

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

Order #001 from Inspection #2024-1619-0003 related to FLTCA, 2021, s. 24 (1)

Order #002 from Inspection #2024-1619-0003 related to FLTCA, 2021, s. 25 (1)

Order #003 from Inspection #2024-1619-0003 related to FLTCA, 2021, s. 28 (1) 2.

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

- Resident Care and Support Services
- Food, Nutrition and Hydration
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Reporting and Complaints
- Falls Prevention and Management
- Restraints/Personal Assistance Services Devices (PASD) Management

INSPECTION RESULTS

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During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.