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

London Service Area Office
130 Dufferin Ave, 4th Floor
London ON N6A 5R2
Telephone: 1-800-663-3775
LondonSAO.moh@ontario.ca

Original Public Report

Report Issue Date May 26, 2022
Inspection Number 2022_1447_0001
Inspection Type
☒ Critical Incident System ☒ Complaint ☐ Follow-Up ☐ Director Order Follow-up
☐ Proactive Inspection ☐ SAO Initiated ☐ Post-occupancy
☐ Other _____

Licensee
AXR Operating (National) LP, by its general partners

Long-Term Care Home and City
McGarrell Place, London

Lead Inspector
Rhonda Kukoly (213)

Additional Inspector(s)
Cheryl McFadden (745), Loma Puckerin (705241)

Inspector Digital Signature
Rhonda Kukoly
2022.05.26 15:02:57 -04'00'

INSPECTION SUMMARY

The inspection occurred on the following date(s): May 9, 10, 11, 2022

The following intake(s) were inspected:
- Log #002327-22, complaint related to care, maintenance and infection prevention and control concerns
- Log #003972-22, critical incident #2964-000008-22, related to a medication incident
- Log #006382-22, critical incident # 2964-000014-22, related to falls

The following **Inspection Protocols** were used during this inspection:
- Falls Prevention and Management
- Food, Nutrition and Hydration
- Housekeeping, Laundry and Maintenance Services
- Infection Prevention and Control (IPAC)
- Medication Management

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable.

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NON-COMPLIANCE REMEDIED

Non-compliance was found during this inspection and was ***remedied*** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154(2) and requires no further action.

NC#001 remedied pursuant to FLTCA, 2021, s. 154(2)

Non-compliance with s.19 (2) (c)

The licensee has failed to ensure that bathroom doors in two of residents' rooms were maintained in a safe condition and were in a good state of repair.

On May 10, 2022, the bathroom doors in two residents' rooms did not have sliding tracks at the bottom of the door allowing them to swing outward when pulled. The home's maintenance staff installed the missing tracks and screws and scheduled an audit of the remaining doors in the home to ensure tracks were in place and in good repair.

There was no impact or risk to the residents as the tracks at the top of the doors were intact and due to the prompt repair of the bottom sliding tracks.

Date Remedy Implemented: May 11, 2022 [705241]