

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

Ottawa District
347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Original Public Report

Report Issue Date: August 28, 2024

Inspection Number: 2024-1464-0004

Inspection Type:

Complaint

Critical Incident

Licensee: Axiom Extendicare LTC II LP, by its general partners Extendicare LTC Managing II GP Inc. and Axiom Extendicare LTC II GP Inc.

Long Term Care Home and City: Arbour Heights, Kingston

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 20 - 23, and 26 - 28, 2024

The following intake(s) were inspected:

- Intake: #00123845 - Complaint regarding resident assessment and related intervention(s).
- Intake: #00123847 - Outbreak - Infection Prevention and Control.
- Intake: #00124266 - Complaint regarding alleged neglect and response to a resident to resident abuse incident.

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services
Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours

INSPECTION RESULTS

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WRITTEN NOTIFICATION: General Requirements For Programs

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

Non-compliance with: O. Reg. 246/22, s. 34 (2)

General requirements

s. 34 (2) The licensee shall ensure that any actions taken with respect to a resident under a program, including assessments, reassessments, interventions and the resident's responses to interventions are documented.

The licensee failed to ensure an assessment of a resident was documented, placing the resident at risk for delayed transfer to hospital for further assessment.

Sources:

Review of the the physician communication book, resident progress notes and electronic Medication Administration Records (eMAR), interviews with the Director of Care (DOC), a Registered Nurse (RN), Registered Practical Nurses (RPN) and other staff.