

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

Public Report

Report Issue Date: January 2, 2025

Inspection Number: 2024-1474-0005

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: Schlegel Villages Inc.

Long Term Care Home and City: The Village at St. Clair, Windsor

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 28, 2024 and December 2, 3, 4, 5, 6, 9, 12, 18, 2024

The inspection occurred offsite on the following date(s): November 29, 2024 and December 10, 13, 2024

The following intake(s) were inspected:

- Intake: #00126099 - Follow-up #01 related to training and orientation.
- Intake: #00128262 - Critical Incident System report #3046-000073-24 related to alleged resident to resident abuse.
- Intake: #00129504 - Critical Incident System report #3046-000081-24 related to alleged resident to resident abuse.
- Intake: #00130172 - Complainant related to potential failure to maintain the Resident's Bill of Rights.
- Intake: #00130760 - Critical Incident System report #3046-000084-24 related to alleged resident to resident abuse.
- Intake: #00130788 - Follow-up #02 related to Infection Prevention and Control.
- Intake: #00131461 - Complaint related to alleged staff to resident abuse.
- Intake: #00131471 - Complaint related to alleged staff to resident abuse.

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- Intake: #00131900 - Critical Incident System report #3046-000088-24 related to an outbreak.

Previously Issued Compliance Order(s)

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

Order #001 from Inspection #2024-1474-0003 related to O. Reg. 246/22, s. 257 (1)

Order #002 from Inspection #2024-1474-0004 related to O. Reg. 246/22, s. 272

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

Infection Prevention and Control
Responsive Behaviours
Prevention of Abuse and Neglect
Staffing, Training and Care Standards
Residents' Rights and Choices

INSPECTION RESULTS

WRITTEN NOTIFICATION: Altercations and other interactions between residents

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

Non-compliance with: O. Reg. 246/22, s. 59 (b)

Altercations and other interactions between residents

s. 59. Every licensee of a long-term care home shall ensure that steps are taken to minimize the risk of altercations and potentially harmful interactions between and among residents, including,

(b) identifying and implementing interventions.

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The licensee has failed to ensure that steps were taken to minimize the risk of altercations and potentially harmful interactions between and among residents, including, identifying and implementing interventions.

Rationale and Summary

A resident was to have an intervention in place at all times to mitigate risk of altercations.

Per the resident's progress notes an incident occurred and the resident did not have the intervention in place. During an observation of the resident during this inspection showed the intervention was not in place.

A Personal Support Worker (PSW) and Personal Expression Resource Team (PERT) Lead confirmed that the resident should have the intervention in place at all times.

By failing to ensure that the resident had the intervention in place at all times, there was a risk of harm to this resident and others.

Sources: Critical Incident #3046-000084-24, the resident's clinical record, observation and interviews with a PSW and the PERT Lead.

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