

**Ministry of Long-Term Care**

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

**Hamilton District**

119 King Street West, 11th Floor  
Hamilton, ON, L8P 4Y7  
Telephone: (800) 461-7137

## Public Report

**Report Issue Date:** February 3, 2025

**Inspection Number:** 2025-1477-0001

**Inspection Type:**

Complaint  
Critical Incident  
Follow up

**Licensee:** 859530 Ontario Inc. (operating as Jarlette Health Services)

**Long Term Care Home and City:** Royal Rose Place, Welland

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 27 - 31, 2025.

The following intake(s) were inspected:

- Intake: #00129165 -Follow-up to Compliance Order (CO) #002 from inspection #2024-1477-0002 related to infection prevention and control.
- Intake: #00129166 -Follow-up to CO #001 from inspection #2024-1477-0002 related to transfer and positioning.
- Intake: #00129958- Critical Incident System (CIS) #3049-000073-24 - related to falls prevention and management.
- Intake: #00130856- CIS #3049-000079-24 - related to prevention of abuse and neglect.
- Intake: #00131770- CIS #3049-000080-24 - related to prevention of abuse and neglect.
- Intake: #00131811- CIS #3049-000081-24 - related to prevention of abuse and neglect.
- Intake: #00132587- CIS #3049-000083-24 - related to prevention of abuse and neglect.

**Ministry of Long-Term Care**

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

**Hamilton District**

119 King Street West, 11th Floor  
Hamilton, ON, L8P 4Y7  
Telephone: (800) 461-7137

- Intake: #00132737- Complaint - related to prevention of abuse and neglect; skin and wound care; resident care and support services; reporting and complaints.

The following intakes were completed in this inspection:

- Intake: #00130837- CIS#3049-000078-24 - related to falls prevention and management.

## Previously Issued Compliance Order(s)

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

Order #002 from Inspection #2024-1477-0002 related to O. Reg. 246/22, s. 102 (2) (b).

Order #001 from Inspection #2024-1477-0002 related to O. Reg. 246/22, s. 40.

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

Skin and Wound Prevention and Management  
Infection Prevention and Control  
Prevention of Abuse and Neglect  
Responsive Behaviours  
Falls Prevention and Management

## INSPECTION RESULTS

**Ministry of Long-Term Care**

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

**Hamilton District**

119 King Street West, 11th Floor  
Hamilton, ON, L8P 4Y7  
Telephone: (800) 461-7137

## **WRITTEN NOTIFICATION: Infection Prevention and Control Program**

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

**Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)**

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

The licensee failed to ensure that the Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes was implemented.

The home was to ensure that audits were performed regularly to ensure that all staff could perform the IPAC skills required of their role. Record reviews and interviews confirmed that with exception to completing staff audits for personal protective equipment and hand hygiene, audits had not been developed to ensure all staff could perform the IPAC skills required of their role.

**Sources:** Review of IPAC audits and interviews with the IPAC Lead and Administrator.