

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: March 6, 2025

Inspection Number: 2025-1377-0002

Inspection Type:

Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Halton Hills, Georgetown

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 3-6, 2025

The following intake(s) were inspected:

- Intake: #00136766 - alleged staff-to-resident abuse.

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

- Skin and Wound Prevention and Management
- Infection Prevention and Control
- Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Required programs

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

Non-compliance with: O. Reg. 246/22, s. 53 (1) 2.

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Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

2. A skin and wound care program to promote skin integrity, prevent the development of wounds and pressure injuries, and provide effective skin and wound care interventions.

The licensee has failed to ensure that the skin and wound program was followed in the home.

In accordance with O. Reg. 246/22 s. 11 (1) (b), the licensee was required to ensure that the written policies developed for the skin and wound management program were complied with.

The home's Skin and Wound Program: Wound Care Management policy states that staff are to promptly report changes in skin integrity observed during daily care to the nurse for immediate assessment. A Personal Support Worker (PSW) did not immediately report to the nurse an area of altered skin integrity on a resident when it was initially identified. The concern was reported to the nurse by a different staff member later in the day once it was identified.

Sources: Record review of the Skin and Wound Program: Wound Care Management policy #: RC-23-01-02, the home's investigation notes; and interviews with a Personal Support Worker (PSW) and the Director of Care (DOC).

WRITTEN NOTIFICATION: Skin and wound care

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (ii)

Skin and wound care

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- s. 55 (2) Every licensee of a long-term care home shall ensure that,
- (b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,
 - (ii) receives immediate treatment and interventions to reduce or relieve pain, promote healing, and prevent infection, as required,

The licensee has failed to immediately assess and treat an area of altered skin integrity on a resident when a Personal Support Worker (PSW) failed to report the skin concern to a nurse.

Sources: Record review of a resident's clinical records, the home's internal investigation notes; and interview with a Personal Support Worker (PSW).