

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

Public Report

Report Issue Date: June 19, 2025
Inspection Number: 2025-1671-0004
Inspection Type: Complaint Critical Incident Follow up
Licensee: Axiom Extendicare LTC LP, by its general partners, Axiom Extendicare LTC GP Inc. and Extendicare LTC Managing GP Inc.
Long Term Care Home and City: Extendicare Limestone Ridge, Kingston

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 2 - 6, 9 - 13, 16 - 19, 2025

The following intake(s) were inspected:

- Intake: #00144391 - CI #3070-000026-25 - Fall of a resident resulting in injury
- Intake: #00144888 - CI #3070-000032-25 - Alleged staff to resident abuse
- Intake: #00145377 - O. Reg 246/22, s. 12 (1) 3, Follow-up related to doors in the home
- Intake: #00145405 - CI #3070-000036-25 - Fall of a resident resulting in injury
- Intake: #00145781 - CI #3070-000037-25 - Alleged improper/ incompetent care of a resident
- Intake: #00145820 - O. Reg. 246/22, s. 102 (2) (b), Follow-up related to Infection Prevention and Control
- Intake: #00146097 - Complaint related to staffing, medication administration and the completion of treatments

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- Intake: #00146312 - CI #3070-000038-25 - Alleged improper/incompetent treatment of a resident
- Intake: #00146339 - Complaint regarding resident care
- Intake: #00147399 - CI #3070-000039-25 - Alleged resident to resident abuse
- Intake: #00147537 - CI #3070-000040-25 - Fall of a resident resulting in injury
- Intake: #00147630 - CI #3070-000041-25 - Fall of a resident resulting in injury

Previously Issued Compliance Order(s)

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

Order #001 from Inspection #2025-1671-0003 related to O. Reg. 246/22, s. 12 (1) 3.
Order #002 from Inspection #2025-1671-0001 related to O. Reg. 246/22, s. 102 (2) (b)

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

- Resident Care and Support Services
- Medication Management
- Safe and Secure Home
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Staffing, Training and Care Standards
- Reporting and Complaints
- Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (1) (c)

Plan of care

s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

(c) clear directions to staff and others who provide direct care to the resident; and

The licensee has failed to ensure that a resident's written plan of care set out clear directions to staff who provide direct care, regarding specified interventions. The care plan indicated they were to have specified devices in use; however, interviews with staff and observations made confirmed it was unclear what specified devices were to be in use.

Sources: Review of the resident's clinical records; observations on two specified days in June, 2025; and interviews with staff members

WRITTEN NOTIFICATION: Duty of licensee to comply with plan

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee has failed to ensure that the care set out in the plan of care for two residents was provided to the residents as specified in the plan.

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On two specified days in April 2025, one of the resident's specified treatments were not applied as ordered by the physician.

On a specified day in April 2025, the other resident's specified intervention was not completed as ordered by the physician.

Sources: Review of both residents' clinical records; and interviews with a resident and staff members

WRITTEN NOTIFICATION: Responsive behaviours

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 58 (4) (b)

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

(b) strategies are developed and implemented to respond to these behaviours, where possible; and

The licensee has failed to ensure that strategies were developed and implemented to respond to a resident's behaviours. Specifically, the resident was documented to have several occurrences of certain responsive behaviours. The resident's written plan of care did not include any strategies or interventions, on how to respond to these identified behaviours.

Sources: Review of resident's clinical records and interviews with staff members

WRITTEN NOTIFICATION: Administration of drugs

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 140 (2)

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Administration of drugs

s. 140 (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber. O. Reg. 246/22, s. 140 (2).

The licensee has failed to ensure that drugs were administered to six residents on a specified resident home area (RHA) in accordance with the directions for use as specified by the prescriber, on a specified day in April 2025.

Sources: Review of the Medication Administration Audit Report and interviews with staff members

NOTICE OF RE-INSPECTION FEE Pursuant to section 348 of O. Reg. 246/22 of the Fixing Long-Term Care Act, 2021, the licensee is subject to a re-inspection fee of \$500.00 to be paid within 30 days from the date of the invoice.

A re-inspection fee applies since this is, at minimum, the second follow-up inspection to determine compliance with the following Compliance Order(s) under s. 155 of the FLTCA, 2021, and/or s. 153 of the LTCHA, 2007.

Intake: #00145820 required a second Follow-Up Inspection, under O. Reg. 246/22 - s. 102 (2) (b).

Licensees must not pay a Re-Inspection Fee from a resident-care funding envelope provided by the Ministry (i.e., Nursing and Personal Care (NPC); Program and Support Services (PSS); and Raw Food (RF)). By submitting a payment to the Minister of Finance, the licensee is attesting to using funds outside a resident-care funding envelope to pay the Re-Inspection Fee.