

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: July 24, 2024

Inspection Number: 2024-1380-0002

Inspection Type:
Proactive Compliance Inspection

Licensee: Deep River and District Health

Long Term Care Home and City: The Four Seasons Lodge, Deep River

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 16, 17, 18, 19, 22, 23, 24, 2024

The following intake(s) were inspected:

- Intake: #00121326 – PCI

LTC homes investigator Danielle Buzzwah was present as an observer on July 22, 23 and 24, 2024.

The following Inspection Protocols were used during this inspection:

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Food, Nutrition and Hydration
- Medication Management
- Residents' and Family Councils
- Infection Prevention and Control
- Safe and Secure Home
- Prevention of Abuse and Neglect

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Quality Improvement
Staffing, Training and Care Standards
Residents' Rights and Choices
Pain Management

INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was remedied by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

Non-compliance with: O. Reg. 246/22, s. 265 (1) 10.

Posting of information

s. 265 (1) For the purposes of clause 85 (3) (s) of the Act, every licensee of a long-term care home shall ensure that the information required to be posted in the home and communicated to residents under section 85 of the Act includes the following:

10. The current version of the visitor policy made under section 267.

The licensee has failed to ensure that the visitor policy was posted in the home but posted it in the home prior to the inspectors leaving the home.

[000721]

Date Remedy Implemented: July 17, 2024

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WRITTEN NOTIFICATION: Resident Council

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

Non-compliance with: FLTCA, 2021, s. 62 (2)

Residents' Council

s. 62 (2) Only residents of the long-term care home may be members of the Residents' Council.

The licensee has failed to ensure that only residents of the Long-Term Care home may be members of the resident council.

Sources: Homes Resident and Family Council Policy, Inspector observations, interviews with a resident, RD #110, Administrator #100 and other staff.

[000721-

WRITTEN NOTIFICATION: Family Council Members

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

Non-compliance with: FLTCA, 2021, s. 65 (6) 4.

Family Council

s. 65 (6) The following persons may not be members of the Family Council:

4. The Administrator.

The licensee has failed to ensure that the Administrator is not a member of the Family council.

Sources: Homes Resident and Family Council policy, Interview with the Administrator.

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[000721]

WRITTEN NOTIFICATION: Family Council

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

Non-compliance with: FLTCA, 2021, s. 65 (6) 5.

Family Council

s. 65 (6) The following persons may not be members of the Family Council:

5. Any other staff member.

The licensee has failed to ensure that any staff member of the Long-Term Care home is not a member of the Family council.

Sources: Homes Resident and Family Council policy, Interview with the Administrator.

[000721]

WRITTEN NOTIFICATION: Attendance at Resident & Family Council

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 70

Attendance at meetings — licensees, staff, etc.

s. 70. A licensee of a long-term care home shall attend a meeting of the Residents' Council or the Family Council only if invited, and shall ensure that the staff, including the Administrator, and other persons involved in the management or operation of the home attend a meeting of either Council only if invited.

The licensee has failed to ensure that staff, including the Administrator only attend Resident/Family council meetings only if invited.

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Sources: Resident and Family council meeting minutes, interviews with a resident RD #110 and other staff.

[000721]

WRITTEN NOTIFICATION: Air Temperatures

NC #006 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 24 (1)

Air temperature

s. 24 (1) Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius.

The licensee has failed to ensure that the home is maintained at a minimum temperature of 22 degrees Celsius.

Sources: Homes air temperature logs from June 22, 2024- July 22, 2024, interview with Manager of IT and Building Services and Manager of Operations and Interview with the DOC.

[000721]

WRITTEN NOTIFICATION: Skin and Wound-Weekly Assessments

NC #007 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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

Skin and wound care

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,

(iv) is reassessed at least weekly by a member of the registered nursing staff, if clinically indicated;

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The licensee has failed to ensure that a weekly skin assessment of a stage 1 pressure ulcer be conducted on a resident.

Sources: A resident's written plan of care, progress notes and assessments, interview with the DOC.

[000721]