

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: November 5, 2025

Inspection Number: 2025-1568-0005

Inspection Type:

Critical Incident

Licensee: City of Hamilton

Long Term Care Home and City: Macassa Lodge, Hamilton

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Plan of care

NC #002 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

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 inspector is ordering the licensee to comply with a Compliance Order
[FLTCA, 2021, s. 155 (1) (a)]:**

The licensee shall:

1. Re-train identified staff member on how to become familiar with specified interventions and care needs for residents, before providing care to them.
2. During identified staff member's first shift working in the home, audit them on being familiar with at least three residents' specified interventions and care needs,

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who were assigned to them during their shift.

3. Document audit results, including date and time of the audit, name of the auditor, results and corrective actions taken if needed.

Grounds

The licensee failed to ensure that the care, related to a specified assistance for a resident was provided to them on an identified day.

A resident's written care plan stated that they required a specified assistance. On an identified date, a resident was not provided the specified assistance, which resulted in an incident, when the resident had a change in their health status, which was confirmed by the Nurse Manager (NM).

Sources: A resident's written care plan, Investigation Notes; interview with staff.

This order must be complied with by November 18, 2025