

Auditor General Calls for Stronger Controls of Medications and Oversight of Resident Safety in its Long-Term Care Homes

Ottawa, April 30, 2018 – Auditor General Ken Hughes has found weaknesses in the City’s handling of drugs and the oversight of resident safety at its long-term care residences. The findings come from two separate reports tabled today at the Audit Committee.

“Current policies and procedures are not always being followed in the handling of medications at these residences and that poses a risk to residents’ health and safety,” said Mr. Hughes in his presentation to the Committee. The review also notes the risk of possible drug diversion – from the moment they are delivered to the homes, to storage, administration and the eventual disposal of unused doses.

The review investigated practices at two of the four Ottawa-run long-term care residences – and focussed on seven key areas of medication management at the homes.

The second review investigated management actions in response to an incident of a sexual abuse. The incident occurred in 2017 at one of the homes involving a male resident who had taken a female resident to his room. The incident was not reported to Police or the Provincial Ministry until the following day.

“In this case, the male resident had already been identified as a potential sexual abuse risk, but had remained in a mixed population with little supervision,” said Mr. Hughes. “Had stronger measures been taken earlier, this incident may have been prevented.”

The investigation also heard concerns of staff shortages and a management that did not always respond to staff concerns in a timely manner. Auditors also found inconsistencies on how such incidents should be handled. City policies and procedures and Provincial regulations vary on what should be reported and when.

In total, the Auditor General made 27 recommendations in the two investigations and all have been accepted by management.

All of the reports tabled today can be seen at the Auditor General’s website at ottawa.ca.



News Release

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