



**Ministry of Health and  
Long-Term Care**

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Ministère de la Santé et des  
Soins de longue durée**

**Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**Long-Term Care Homes Division  
Long-Term Care Inspections Branch**

**Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**

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## **Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 23, 2018	2018_621547_0005	003447-18	Complaint

### **Licensee/Titulaire de permis**

The Corporation of the County of Renfrew  
9 International Drive PEMBROKE ON K8A 6W5

### **Long-Term Care Home/Foyer de soins de longue durée**

Bonnechere Manor  
470 Albert Street RENFREW ON K7V 4L5

### **Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

LISA KLUKE (547)

## **Inspection Summary/Résumé de l'inspection**



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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): February 23, 27, 28, 2018 and March 23, 2018 (off-site)**

**This complaint inspection was conducted in relation to the Licensee response to the applicant time lines and reasons for withholding approval of applicant #001's admission to the Long-Term Care home.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, a Manager of Client Services with the Champlain Local Health Integrated Network (LHIN) and a Treatment Decisions Consultant with the Public Guardian and Trustee's office representing applicant #001.**

**In addition to these interviews, a review of the documentation of applicant #001's assessments and information that were required to have been taken into account as part of the application requirements for admission to a Long-Term Care home and the written notice from the Licensee to the applicant.**

**Ad-hoc notes were used during this inspection.**

**During the course of this inspection, Non-Compliances were issued.**

**2 WN(s)**

**2 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).	Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 44. Authorization for admission to a home**

**Specifically failed to comply with the following:**

- s. 44. (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,**
- (a) the ground or grounds on which the licensee is withholding approval; 2007, c. 8, s. 44. (9).**
  - (b) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care; 2007, c. 8, s. 44. (9).**
  - (c) an explanation of how the supporting facts justify the decision to withhold approval; and 2007, c. 8, s. 44. (9).**
  - (d) contact information for the Director. 2007, c. 8, s. 44. (9).**

**s. 44. (10) The persons referred to in subsection (9) are the following:**

- 1. The applicant. 2007, c. 8, s. 44. (10).**
- 2. The Director. 2007, c. 8, s. 44. (10).**
- 3. The appropriate placement co-ordinator. 2007, c. 8, s. 44. (10).**

**Findings/Faits saillants :**

- 1. The Licensee has failed to ensure that when withholding approval for admission, the licensee shall give the persons described in subsection (10) a written notice setting out specifically, c) an explanation of how the supporting facts justify the decision to withhold approval and d) contact information for the Director.

LTCHA 2007 stipulates in s.44(7) whereby the appropriate placement coordinator gave the Licensee copies of the assessments and information that were required to have been taken into account, under subsection 43(6), and the Licensee is to review these assessments and information and shall approve the applicant's admission to the home unless, as the Licensee specified in their response letter that:

- b) staff of the home lack the nursing expertise necessary to meet the applicant's care requirements.

The written notice provided by the Licensee was in a format of a letter. In this letter, the Licensee did not provide an explanation of the supporting facts associated with a reported lack of nursing expertise to meet applicant #001's care requirements required by this section to justify the decision to withhold approval. The Licensee did not provide the contact information for the Director as required by this section. [s. 44. (9) (c)]



2. The Licensee has failed to ensure that the persons referred to in LTCHA s.44(9), being the applicant, the Director and the appropriate placement coordinator received the written notice to withhold approval for the applicant's admission to the Long-Term Care home (LTCH).

On a specified date, the Champlain Local Health Integrated Network care coordinator provided the Licensee an application for authorization for admission for applicant #001 to the Long-Term Care home.

On a specified date, Inspector #547 reviewed the Champlain LHIN's documented records for applicant #001 related to the LTC application for authorization for admission to the LTCH. No written notice from the Licensee was obtained regarding applicant #001's request for authorization for admission. The documentation provided by the Champlain LHIN documented a phone call was placed to the Licensee in the applicant's client notes on a specified date by a care coordinator, requesting the Licensee forward the applicants written notice letter to review details required for withholding the applicant approval.

On a specified date, Inspector #547 requested information regarding a search for the resident's written notice that would have been received by the Director. No written notice letter from the Licensee had been received to the Director for this applicant.

The Administrator indicated to Inspector #547 that they completed a written notice in a form of a letter to the applicant as required, however they were not aware of how or when this applicant's written notice would have been delivered to those required by this section.

On a specified date, the applicant's Treatment Decisions Consultant with the Public Guardian and Trustees office indicated to Inspector #547 that no written notice letter was received about applicant #001's application for admission by the Licensee to date.

As such, the Licensee did not forward the written notice to withhold approval of the applicant's admission to the Long-Term Care home (LTCH) to the applicant, the Director and the appropriate placement coordinator, as required by this section. [s. 44. (10)]



***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that when the Licensee withholds approval for an applicant's request for authorization for admission to the Long-Term Care home, that the applicant, the Director and the appropriate placement coordinator are provided a written notice of their decision including the explanation of the supporting facts to justify the decision to withhold approval, to be implemented voluntarily.***

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**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 162. Approval by licensee**

**Specifically failed to comply with the following:**

**s. 162. (3) Subject to subsections (4) and (5), the licensee shall, within five business days after receiving the request mentioned in clause (1) (b), do one of the following:**

- 1. Give the appropriate placement co-ordinator the written notice required under subsection 44 (8) of the Act. O. Reg. 79/10, s. 162 (3).**
- 2. If the licensee is withholding approval for the applicant's admission, give the written notice required under subsection 44 (9) of the Act to the persons mentioned in subsection 44 (10) of the Act. O. Reg. 79/10, s. 162 (3).**

**Findings/Faits saillants :**



1. The Licensee has failed to respond within five business days after receiving the request to determine whether to give or withhold approval for the applicant's admission to the home. The Licensee is required to provide a written notice of their decision under subsection 44 (9) of the Act to the persons mentioned in subsection 44 (10) of the Act, being the applicant, the Director and the appropriate placement coordinator.

The applicant had a long-term care application completed and applied to the Long-Term care home (LTCH) for authorization for admission. This application was prepared and sent by the Champlain Local Health Integrated Network (LHIN) care coordinator on a specified date via their electronic document and communication sharing system with the Licensee.

The Licensee failed to respond within five business days with the written notice letter to applicant #001's request for authorization for admission. On a specified date, 27 business days after the applicant's information and assessments were shared to the Licensee, the written notice letter to the applicant was received by the Director that indicated the Licensee was withholding approval for applicant #001's admission.

As such, the Licensee failed to inform the applicant, the Director and the appropriate placement coordinator as required in subsection 44(10) of the Act, when the decision to withhold the applicant from admission by a specified date, five business days after the applicants request was received by the Licensee. [s. 162. (3) 2.]

***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that the Licensee shall respond with a written notice letter within five business days after receiving the request from the applicants who apply for authorization for admission, to be implemented voluntarily.***



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**Issued on this 5th day of April, 2018**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**