



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

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

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

**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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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Oct 4, 2017	2017_568538_0005	016942-17	Complaint

Licensee/Titulaire de permis

CARESSANT-CARE NURSING AND RETIREMENT HOMES LIMITED
264 NORWICH AVENUE WOODSTOCK ON N4S 3V9

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

CAMBRIDGE COUNTRY MANOR
3680 SPEEDSVILLE ROAD R R 31 CAMBRIDGE ON N3H 4R6

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

NANCY JOHNSON (538)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): August 16, 2017.

This off-site complaint inspection is related to authorization for admission to the home.

During the course of the inspection, the inspector(s) spoke with the Director of Care, two Patient Service Managers, and the Director of Patient Services from the Waterloo Wellington Local Health Integration Network (WWLHIN).

The following Inspection Protocols were used during this inspection:



Admission and Discharge

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

1 WN(s)

1 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 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 to the home within five business days after receiving requests to determine whether to give or withhold approval for the applicant's admission to the home.

During phone interviews with the Patient Services Managers and the Director of Patient Services, from the Waterloo Wellington Local Health Integration Network (WWLHIN), they stated that the home was not meeting their obligation in regards to responding to applications for admission or refusal to the home within five business days.

During a phone interview with the Director of Care (DOC), the DOC shared that on an identified date, there were 14 Long Term Care Home (LTCH) applications that had not been reviewed within the five business days as required.

A review of documentation provided by the WWLHIN from the Client Health Records Information System (CHRIS) showed that on an identified date, there were 14 in LTCH applied status. There were 11 applications with greater than five days in applied status on the identified date. The documentation stated that the average wait time was 53.79 days for the applications to be reviewed.

In an Interview the DOC stated that the home was not responding to to the home within five business days after receiving requests to determine whether to give or withhold approval for the applicant's admission to the home.

The scope of the issue was widespread. There was no history of non-compliance with this legislation. The severity was determined to be a level two with potential for actual harm to the applicant as the applicants were assessed as requiring long term care. [s. 162. (3) 1.]

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 respond to the home within five business days after receiving requests to determine whether to give or withhold approval for the applicant's admission to the home, to be implemented voluntarily.



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Issued on this 5th day of October, 2017

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

Original report signed by the inspector.