



**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**

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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Dec 21, 2016	2016_444602_0039	032199-16	Complaint

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**Licensee/Titulaire de permis**

CARVETH NURSING HOME LIMITED  
375 JAMES STREET GANANOQUE ON K7G 2Z1

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

CARVETH CARE CENTRE  
375 JAMES STREET GANANOQUE ON K7G 2Z1

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

WENDY BROWN (602)

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**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): November 28, 29 & 30,  
2016**

**Two complaints were inspected as follows:**

**Log#032199-16 concerning resident behaviours and**

**Log#028699-16 concerning the withholding of approval for admission**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, Registered Nurses, Registered Practical Nurses, Personal Support Workers, Activities Staff, Finance, Residents and Family. As part of the inspection electronic and hard copy chart records were reviewed, multiple observations of care and service delivery were made and numerous staff interviews were completed. Additionally, written communication with external agencies and subsequent contact and recommendations were considered.**

**The following Inspection Protocols were used during this inspection:**

**Admission and Discharge**

**Responsive Behaviours**

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

**1 WN(s)**

**0 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).**

**Findings/Faits saillants :**



1. An application for placement was made by the South East Community Care Access Centre (CCAC) to the Licensee on behalf of applicant #004 on a specified date. Prior to the Licensee's written response, the applicant was injured and transferred to hospital.

CCAC health assessment updates were sent to the Licensee on a specified date and again several months later. The health summaries indicate that the admitting LTC home will need to arrange/support ongoing stretcher transportation to/from hospital for treatment three times a week. On a specified date, the Licensee provided a letter to the applicant withholding approval for admission. The Licensee's letter states that their physical facility and/or staff are presently unable to meet the applicant's needs. The Licensee indicated in the letter to applicant #004 that their home is privately owned /operated, is located 30+ kms from the nearest treatment centre and does not have the financial resources required to support the applicant with the appropriate transportation necessary for medical procedures.

On a specified date the Administrator and finance staff #103 indicated they were aware of the High Intensity Needs Fund (HINF) and that 95% of the required transportation costs are funded. It was further indicated that there had been no contact with the Ministry of Health HINF program regarding the application for admission i.e. to explore reimbursement for transportation services such as changes in timing, invoicing options etc..

The Licensee's letter does not contain a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition/care requirements; there is no explanation as to how the supporting facts justify the decision to withhold approval; nor is there contact information for the Director.

It is noted that as of December 2, 2016 the applicant remains in an acute care hospital awaiting placement in a long-term care home. [s. 44. (9)]

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**Issued on this 21st day of December, 2016**

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

**Original report signed by the inspector.**