

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

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

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

**Division des opérations relatives aux
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
Jun 18, 2021	2021_669642_0014	003125-21, 004178- 21, 004417-21, 004538-21	Complaint

Licensee/Titulaire de permis

The Board of Management for the District of Nipissing East
400 Olive Street North Bay ON P1B 6J4

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

Cassellholme
400 Olive Street North Bay ON P1B 6J4

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

AMY GEAUVREAU (642), STEVEN NACCARATO (744), TIFFANY BOUCHER (543)

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): May 10-14, 17-19, 2021.

The following intakes were inspected during this Complaint inspection:

One Complaint that was submitted to the Director regarding alleged concerns about a resident's nutritional intake, skin condition, health care concerns and alleged improper transfer of a resident.

One Complaint that was submitted to the Director related to skin and wound care concerns, and visitation restrictions; and,

Two Complaint's that were submitted to the Director related to essential care givers not being allowed to visit.

A concurrent Critical Incident Inspection #2021_669642_0015, was conducted during this inspection.

During the course of the inspection, the inspector(s) spoke with the Director of Operations, Chief Executive Officer (Administrator), Director of Clinical Services (DOC), Co-Director of Care (Co-DOC), Unit Coordinators, Infection Control Manager, Resident and Family Navigator, RAI Coordinator, Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), Housekeepers, family members, and residents.

The Inspector(s) also conducted a tour of the resident care areas, reviewed relevant resident records and policies, and electronic mail communication, and observed resident rooms, resident common areas, and the delivery of resident care and services, including staff to resident interactions.

The following Inspection Protocols were used during this inspection:

Infection Prevention and Control

Nutrition and Hydration

Personal Support Services

Skin and Wound Care

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	
<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 3. Residents' Bill of Rights

Specifically failed to comply with the following:

s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference. 2007, c. 8, s. 3 (1).

Findings/Faits saillants :

1. The licensee has failed to ensure that residents had the right to receive essential caregivers of their choice, as per COVID-19 Directive #3 for Long-Term Care Homes under the Long-Term Care Homes Act, 2007.

Complaints were submitted to the Director related to concerns that essential caregivers were being restricted from entering the long-term care home.

As per COVID-19 Directive #3 effective on December 9, 2020, long-term care homes were responsible to manage essential caregivers and balance the need to mitigate risks to residents, staff and visitors with the mental, physical and spiritual needs of residents for their quality of life.

The Ministry of Long-Term Care's COVID-19 visiting policy dated December 26, 2020, defines caregivers as a type of essential visitor who is designated by the resident and/or their substitute decision-maker and is visiting to provide direct care to the resident (e.g. supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making). The policy also indicated that if the local public health unit was in the Orange, Red or Grey zone, or if the home was in an outbreak, a maximum of one caregiver per resident may visit at a time.

A review of electronic mail communications addressed to essential caregivers indicated that no essential caregivers were permitted into the home for a one month period.

The Director of Care (DOC) indicated that it was the final decision of the home's management team to temporarily end the visitation of essential caregivers at Cassellholme. They further stated that the decision to restrict essential caregivers was to protect the residents from COVID-19.

Sources: Complaint intakes; COVID-19 Directive #3 for Long-Term Care Homes under the Long-Term Care Homes Act, 2007 dated December 9, 2020; Ministry of Long-Term Care "COVID-19: visiting long-term care homes" policy dated December 26, 2020; Electronic mail communication to essential caregivers from Cassellholme and interviews with the DOC and other staff. [s. 3. (1) 14.]

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 every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference, to be implemented voluntarily.

Issued on this 7th day of July, 2021

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

Original report signed by the inspector.