

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

London District
130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775
londondistrict.mlhc@ontario.ca

Original Public Report

Report Issue Date: November 28, 2022	
Inspection Number: 2022-1034-0002	
Inspection Type: Complaint	
Licensee: Copper Terrace Limited	
Long Term Care Home and City: Copper Terrace, Chatham	
Lead Inspector Samantha Perry (740)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The Inspection occurred on the following date(s):
October 27, 28, 31, November 01, 02, 03, 2022

The following intake(s) were inspected:

- Intake: #IL-03967-LO/IL: IL-05407-LO related to an admission refusal.

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

Admission, Absences and Discharge

INSPECTION RESULTS

WRITTEN NOTIFICATION: s. 51 (7) authorization of admission

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 51 (7)

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The licensee has failed to ensure the following grounds were met when they refused an applicant's admission to a Long Term Care Home (LTCH), which included:

- (a) the home lacks the physical facilities necessary to meet the applicant's care requirements;
 - (b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements;
- or
- (c) circumstances exist which are provided for in the regulations as being a ground for withholding approval.

Rationale and Summary

A complaint was received by the Ministry of Long-Term Care (MLTC) related to an applicant's admission refusal to a LTCH.

A review of the LTCH's refusal of admission letter, documented the LTCH lacked the resources and could not safely meet the applicant's care requirements.

The applicant's Substitute Decision Maker (SDM) stated, they wished for the applicant to be admitted to a specific LTCH.

In an interview the licensee said, the Home Care and Community Support Services (HCCSS) client notes and assessments for the applicant were reviewed, and the licensee had several concerns related to the cited care requirements. When asked if the cited care requirements and additional concerns were based on current HCCSS client notes and assessments, the licensee said no. The home's decision to refuse the applicant's admission was based on the applicant's prior care requirements.

Review of (HCCSS) client notes and assessments determined the applicant was currently eligible for LTCH placement and did not document the applicant was currently expressing any of the licensee's cited care requirements or concerns.

The applicant's Nurse Practitioner (NP), said treatment and interventions had been successful, resulting in the applicant's eligibility for LTCH placement. Furthermore, the NP said they had not had any difficulties in caring for the applicant and a transitional plan to support the applicant's move to the LTCH environment was developed.

Although cited by the licensee, none of the legislated grounds or circumstances from subsection 51 (7) were actually present or substantiated, at the time the applicant applied for their authorization of

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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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admission, for the licensee to withhold the applicant's admission.

The licensee failed to accept the applicant's application for admission, in the absence of circumstances existing which were provided for in the regulations as being a ground for withholding approval.

Sources: HCCSS client notes and assessments; letter of admission refusal, interviews with the licensee, HCCSS Placement Manager, Nurse Practitioner, and Hospital Unit Manager.

[740]