



**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**

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

**Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
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Public Copy/Copie du public

Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Oct 19, 2015	2015_276537_0034	017670-15	Complaint

Licensee/Titulaire de permis

THE CORPORATION OF THE CITY OF LONDON
c/o Dearness Home for Senior Citizens 710 Southdale Road East LONDON ON N6E
1R8

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

DEARNESS HOME FOR SENIOR CITIZENS
710 SOUTHDALE ROAD EAST LONDON ON N6E 1R8

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

NANCY SINCLAIR (537)

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): August 11, 12, and 21, 2015

This complaint inspection is related to a complaint regarding the discharge of a resident.

During the course of the inspection, the inspector(s) spoke with a Resident, a Family Member, the Administrator, Director of Care, two Assistant Directors of Care, and a Community Care Access Centre Case Manager.

The inspector(s) also observed care provided to residents, reviewed the health record and plan of care for an identified resident, reviewed assessments, policies and procedures.

**The following Inspection Protocols were used during this inspection:
Admission and Discharge**

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 O.Reg 79/10, s. 144. No licensee of a long-term care home shall discharge a resident from the long-term care home unless permitted or required to do so by this Regulation. O. Reg. 79/10, s. 144.

Findings/Faits saillants :



1. The licensee discharged Resident #001 and this discharge was not permitted or required by the Regulation.

Resident #001 was discharged from the home on the same day as the resident was admitted and the home was not permitted or required to do so by the Regulation.

1. The home had contacted the resident's family and indicated that the home could not care for the resident and the family needed to pick the resident up from the home.
2. The home had packed up the resident's belongings for pick up.
3. The home had documented the discharge in the Point Click Care notes.
4. The Administrator confirmed the care requirements had not changed from the assessments on which the admission was accepted.
5. The Administrator and the Assistant Director of Care confirmed there were staff present in the home who could have provided care to the resident and the home had a back-up plan to care for the resident if unable to contact the family.

The Regulation does not permit or require a licensee to discharge a resident in the circumstances described above. [s. 144.]

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 no licensee of a long-term care home shall discharge a resident from the long-term care home unless permitted or required to do so by this Regulation, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 184. Withdrawal of approval by licensee



Specifically failed to comply with the following:

s. 184. (2) If information provided to the licensee by the placement co-ordinator indicates that there has been a change in the applicant's condition and, as a result, a ground for withholding approval mentioned in subsection 44 (7) of the Act exists, the licensee may withdraw the approval of the applicant's admission to the long-term care home in accordance with paragraphs 1 and 3 of subsection 44 (14) of the Act. O. Reg. 79/10, s. 184 (2).

Findings/Faits saillants :

1. The licensee withdrew its approval of Resident #001's admission to the home in contravention of this provision and s.44(14)of the Act.

Resident #001 applied for long stay placement and was accepted and placed on a wait list for admission, based on assessment information provided by CCAC. The resident then applied for short stay admission, and was accepted based on the assessment information. Prior to the short stay admission, CCAC provided an updated assessment for the resident which was unchanged from the initial assessment on which the admissions were accepted.

The home discharged Resident #001 on the day of admission for short stay placement and then withdrew its acceptance for long stay placement.

The assessment information on which the home approved the application of this resident for long stay placement and for short stay placement, and the information on the updated assessment prior to the short stay admission, did not indicate there had been a change in the applicant. As a result, grounds for withdrawing the applicant's admission to the long term care home did not exist.[s. 184. (2)]



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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 may withdraw the approval of the applicant's admission to the long-term care home only in accordance with this provision and s.44(14)of the Act, to be implemented voluntarily.

Issued on this 19th day of October, 2015

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

Original report signed by the inspector.