

Ministry of Long-Term Care

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

Toronto District

5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Original Public Report

Report Issue Date: July 10, 2024	
Inspection Number: 2024-1547-0002	
Inspection Type: Complaint Critical Incident	
Licensee: City of Toronto	
Long Term Care Home and City: Fudger House, Toronto	
Lead Inspector Irish Abecia (000710)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 20, 21, 24, 25, 27, 28, 2024 and July 3, 4, 2024

The following intakes were inspected in this Critical Incident System (CIS) inspection:

- Intake: #00111682 [CI: M524-000006-24] - related to a fall of a resident
- Intake: #00115991 [CI: M524-000008-24] - related to an injury of unknown cause
- Intake: #00117932 [CI: M524-000010-24] and intake: #00118535 [CI: M524-000011-24] - related to a disease outbreak

The following intake was inspected in this complaint inspection:

- Intake: #00112870 - related to a bed refusal

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

Resident Care and Support Services
Infection Prevention and Control
Falls Prevention and Management
Admission, Absences and Discharge

INSPECTION RESULTS

WRITTEN NOTIFICATION: Written notice if licensee withholds approval

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

Non-compliance with: FLTCA, 2021, s. 51 (9)

Authorization for admission to a home

s. 51 (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;
- (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;
- (c) an explanation of how the supporting facts justify the decision to withhold approval; and
- (d) contact information for the Director.

The licensee has failed to ensure that when the licensee withholds approval for admission, they gave the applicant a written notice setting out the provisions of this Act.

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Rationale and Summary

The Ministry of Long-Term Care (MLTC) received a complaint related to withholding an applicant's admission.

A written letter cited that the applicant's admission was withheld due to the staff of the home lacking nursing expertise necessary to meet their care requirements.

The Director of Nursing (DON) confirmed that the home had the nursing expertise to meet the applicant's care requirements. Interviews with the Manager of Resident Services and DON indicated that the home withheld the applicant's admission due to the home lacking the physical facilities necessary to meet the care requirements, however, this was not communicated in the written letter.

The written letter failed to include:

- (a) the grounds on which the licensee was withholding approval, specifically the lack of physical facilities related to the applicant's care requirements;
- (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;
- (c) an explanation of how the supporting facts justify the decision to withhold approval; and
- (d) contact information for the Director.

The Administrator acknowledged that the detailed explanation of the supporting facts; an explanation of how the supporting facts justified the decision to withhold approval; and the contact information for the Director were not included in the letter.

There was a negative impact on the applicant, when the home withheld their approval for admission without the appropriate grounds, as the applicant was not able to transition to the LTCH of their choice.

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Sources: Applicant's application file for admission to LTCH; written letter for withholding admission; and interviews with the Manager of Resident Services, DON, and Administrator.

[000710]