

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

**Rapport d'inspection prévue  
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 # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Jul 11, 2019	2019_800532_0008	001657-19	Complaint

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**Licensee/Titulaire de permis**

LaPointe-Fisher Nursing Home, Limited  
1934 Dufferin Avenue WALLACEBURG ON N8A 4M2

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

LaPointe-Fisher Nursing Home  
271 Metcalfe Street GUELPH ON N1E 4Y8

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

NUZHAT UDDIN (532)

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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): June 17, 18, 19, 20, 21, 24, 25, 26, 27, 28, and July 2, 3, 4, 5, 8, 9, 2019.**

**A Follow-up inspection #2019\_800532\_0007 was conducted in conjunction with this inspection.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Nursing (DON), assistant Director of Nursing (ADON), Resident Care Coordinator (RCC) and the Resident Assessment Instrument (RAI) Coordinator.**

**The inspectors also toured resident home areas, observed resident care provision, resident staff interaction, reviewed relevant residents' clinical records, relevant policies and procedures pertaining to the inspection.**

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

**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. 44. Authorization for admission to a home**

**Specifically failed to comply with the following:**

- s. 44. (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 43 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,**
- (a) the home lacks the physical facilities necessary to meet the applicant's care requirements; 2007, c. 8, s. 44. (7).**
  - (b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or 2007, c. 8, s. 44. (7).**
  - (c) circumstances exist which are provided for in the regulations as being a ground for withholding approval. 2007, c. 8, s. 44. (7).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that they reviewed the assessments and information and approved the applicant's admission to the home unless,

a) The home lacked the physical facilities necessary to meet the applicant's care requirements;

b) The staff of the home lacked the nursing expertise necessary to meet the applicant's care requirements;

c) Circumstances existed which were provided for in the regulations as being a ground for withholding approval.

Record review showed that a letter was written by Resident Care Coordinator (RCC) #103 that stated that the home had received an application for an identified resident, however, the admission application was declined. The reason for the refusal did not meet the criteria as set out in the legislation.

In an interview RCC #103, acknowledged that the admission application was declined as they were concerned with the identified resident's responsive behaviours. They said that in future they would ask for more information and updates from the Local Health Integration Networks (LHIN) Coordinator.

Two other applications were reviewed that were also denied admission to the home based on responsive behaviours and the reasons for the refusal did not meet the criteria as set out in the legislation.

DON #101 agreed that the reasons provided in both refusal letters for declining admission to both applicants would not meet the criteria as set out in the legislation.

RCC #103 said that moving forward they would consider the background information, review updates and consider getting feedback from the DON.

The licensee has failed to ensure that they reviewed the assessments and information and approved the applicant's admission to the home unless,

a) The home lacked the physical facilities necessary to meet the applicant's care requirements;

b) The staff of the home lacked the nursing expertise necessary to meet the applicant's care requirements;

c) Circumstances existed which were provided for in the regulations as being a ground for withholding approval. [s. 44. (7)]

***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 The licensee shall review the assessments and information and shall approve the applicant's admission to the home unless, the home lacks the physical facilities necessary to meet the applicant's care requirements; the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or circumstances exist which are provided for in the regulations as being a ground for withholding approval, to be implemented voluntarily.***

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Issued on this 11th day of July, 2019

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

**Original report signed by the inspector.**