

**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**

Toronto Service Area Office
5700 Yonge Street 5th Floor
TORONTO ON M2M 4K5
Telephone: (416) 325-9660
Facsimile: (416) 327-4486

Bureau régional de services de
Toronto
5700, rue Yonge 5e étage
TORONTO ON M2M 4K5
Téléphone: (416) 325-9660
Télécopieur: (416) 327-4486

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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
Dec 10, 2019	2019_804600_0025	021057-19	Complaint

Licensee/Titulaire de permis

2063414 Ontario Limited as General Partner of 2063414 Investment LP
302 Town Centre Blvd. Suite 300 MARKHAM ON L3R 0E8

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

Harmony Hills Care Community
1800 O'Connor Drive TORONTO ON M4A 1W7

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

GORDANA KRSTEVSKA (600)

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): December 3 and 4, 2019.

A complaint intake # 021057-19, regarding withholding approval for admission was inspected during this inspection.

During the course of the inspection, the inspector(s) spoke with the Director of Care (DOC), and Behavioural Support of Ontario (BSO) lead.

During the course of the inspection, the inspector reviewed the applications from the Local Health Information Network (LHIN), withholding approval written notice, corresponding note between home and the LHIN.

**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)

0 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 approve the applicant's admission to the home unless the home lacked the physical facilities necessary to meet the applicant's care requirements or the staff of the home lacked the nursing expertise necessary to meet the applicant's care requirements.

A complaint was submitted to the Ministry of Long-Term Care (MLTC) on an identified date, by Local Health Integration Network (LHIN) for withholding an approval for admission of applicant #005.

A review of the written notice for withholding approval for admission to Harmony Hills Care Community dated in January, indicated after the team reviewed the application for the third time, the home was withholding approval of the application because the home did not have the necessary resources to meet the applicant's care needs. Further the notice indicated that given the home's comprehensive review of the applicant's history and specialized care requirements, the home concluded that they could not approve their application because of the safety and security of the applicant and others.

Review of the LHIN application updated Placement Service Behavioural Assessment tool on a specified date indicated that the applicant had not exhibited responsive behaviour in the past 12 months. Minimum Data Set (MDS) assessment dated on another specified date, also indicated no responsive behaviour exhibited within the observation period or since the previous assessment three months ago.

In an interview, the DOC stated that the home has residents who demonstrated the identified responsive behaviours posing risk of harm to themselves or others. The home has nursing expertise managing the identified responsive behaviours and the behaviour support of Ontario (BSO) lead had worked with the outside resources such as the Baycrest Geriatric outreach teams to develop a nursing plan of care managing their behaviours. The home's BSO nurse would work with the team identifying triggers and trying out strategies to care for the residents. During the interviews with the DOC, they acknowledged that the home withholding the approval of applicant #005's admission was not based on the requirements specified under the Act. [s. 44. (7) (a)]

Issued on this 11th day of December, 2019

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

Original report signed by the inspector.