



**Ministry of Health and
Long-Term Care**

**Ministère de la Santé et des
Soins de longue durée**

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

**Rapport d'inspection 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**

London Service Area Office
130 Dufferin Avenue 4th floor
LONDON ON N6A 5R2
Telephone: (519) 873-1200
Facsimile: (519) 873-1300

Bureau régional de services de
London
130 avenue Dufferin 4ème étage
LONDON ON N6A 5R2
Téléphone: (519) 873-1200
Télécopieur: (519) 873-1300

Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Dec 13, 2017	2017_701515_0001	025547-17	Complaint

Licensee/Titulaire de permis

ST. JOSEPH'S HEALTH CARE, LONDON
268 Grosvenor Street P.O. Box 5777 LONDON ON N6A 4V2

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

Mount Hope Centre for Long Term Care
21 GROSVENOR STREET P.O. BOX 5777 LONDON ON N6A 1Y6

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

RAE MARTIN (515)

Inspection Summary/Résumé de l'inspection



**Ministry of Health and
Long-Term Care**

**Ministère de la Santé et des
Soins de longue durée**

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

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): November 8, 20, 21, 22, 23, 24, 27, 28, 29 and 30, 2017.

This off-site complaint inspection was related to authorization for admission to a home.

The following complaint intakes were completed concurrently related to authorization for admission to a home:

Log # 022022-17 - IL-52934-LO

Log # 024313-17 - IL-53607-LO, IL-53608-LO

Log # 025404-17 - IL-53897-LO, IL-53905-LO, IL-53936-LO

During the course of the inspection, the inspector(s) spoke with the Director of Mount Hope, a Local Health Integration Network (LHIN) Placement Manager, a LHIN Patient Services Manager, two LHIN Care Coordinators and a family member.

The inspector also reviewed the long-term care home admission application, related correspondence, documentation provided by the complainant and information contained within the above noted intakes.

Ad-hoc notes were used during this inspection.

During the course of this inspection, Non-Compliances were issued.

2 WN(s)

1 VPC(s)

3 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 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).

s. 44. (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; 2007, c. 8, s. 44. (9).

(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; 2007, c. 8, s. 44. (9).

(c) an explanation of how the supporting facts justify the decision to withhold approval; and 2007, c. 8, s. 44. (9).

(d) contact information for the Director. 2007, c. 8, s. 44. (9).

Findings/Faits saillants :

1. The licensee has failed to ensure that the home 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; or (c) circumstances existed which are provided for in the regulations as being a ground for withholding approval.

Two applications for admission to Mount Hope Centre for Long-Term Care were submitted on behalf of applicant #001 who was in hospital.

A Local Health Integration Network Care Coordinator (LHIN CC) assessed applicant #001 and determined eligibility for long-term care placement for both applications.



A review of documentation in the LHIN client health records information system indicated the licensee received applicant #001's first application for admission, additional information was requested by the licensee and approval was withheld over two months later.

A review of the letter that was sent to the family showed the licensee was concerned that: a) they would not be able to keep applicant #001 on their special care units which were monitored by a wandering bracelet system; and b) that the application suggested the applicant would be best placed in a secure unit. Mount Hope did not have such a unit.

Further review of documentation in the LHIN client health records information system indicated the licensee received applicant #001's second application for admission, additional information was requested by the licensee and approval was withheld three weeks later.

A review of the letter that was sent to the family, showed the licensee was concerned about responsive behaviours that were difficult to manage in a long-term care setting and they would not be able to maintain a safe environment for the residents and staff.

In an interview with the Mount Hope Director (MHD), they said that the decisions were made by the home to withhold approval based on the number of residents who lived on an identified unit, and the fact that staff could not manage the applicant's access to the outside.

The MHD acknowledged that both refusal letters were general in nature and did not identify the details as required in accordance with the Act.

The scope of this issue was a pattern and the severity was determined to be a level two, minimal harm or potential for actual harm. The home does not have a history of non-compliance in this subsection of the legislation. [s. 44. (9)]

2. The licensee has failed to ensure that when withholding 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 was withholding approval; (b) a detailed explanation of the supporting facts, as they related both to the home and to the applicant's condition and requirements for care; (c) an explanation of how the supporting facts justified the decision to withhold approval; and (d) contact information for the



Director.

Two applications for admission to Mount Hope Centre for Long-Term Care were submitted on behalf of applicant #001 who was in hospital.

A Local Health Integration Network Care Coordinator (LHIN CC) assessed applicant #001 and determined eligibility for long-term care placement for both applications.

A review of documentation in the LHIN client health records information system indicated the licensee withheld approval for applicant #001 for both the first and second applications.

A review of the first letter that was sent to the family, showed the licensee was concerned that: a) they would not be able to keep applicant #001 on their special care units which were monitored by a wandering bracelet system; and b) that the application suggested the applicant would be best placed in a secure unit. Mount Hope did not have such a unit.

A review of the second letter that was sent to the family, showed the licensee was concerned about responsive behaviours that were difficult to manage in a long-term care setting and they would not be able to maintain a safe environment for the residents and staff.

The ground or grounds on which the licensee was withholding approval were not identified.

The explanation of the supporting facts, as they related both to the home and the applicant's condition and requirements for care, were not detailed as required.

The letter did not provide an explanation to justify the decision to withhold approval.

The letter did not provide contact information for the Director.

In an interview with the Mount Hope Director (MHD), they said that the decisions were made by the home to withhold approval based on the number of residents who lived on an identified unit, and the fact that staff could not manage the applicant's access to the outside.

The MHD acknowledged that both refusal letters were general in nature and did not identify the details as required in accordance with the Act.



Additional Required Actions:

CO # - 001 will be served on the licensee. Refer to the "Order(s) of the Inspector". 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 when the licensee withholds approval for admission, the licensee shall give the applicant, the Director and the appropriate placement coordinator 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, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 162. Approval by licensee

Specifically failed to comply with the following:

s. 162. (3) Subject to subsections (4) and (5), the licensee shall, within five business days after receiving the request mentioned in clause (1) (b), do one of the following:

- 1. Give the appropriate placement co-ordinator the written notice required under subsection 44 (8) of the Act. O. Reg. 79/10, s. 162 (3).**
- 2. If the licensee is withholding approval for the applicant's admission, give the written notice required under subsection 44 (9) of the Act to the persons mentioned in subsection 44 (10) of the Act. O. Reg. 79/10, s. 162 (3).**

s. 162. (5) The licensee shall give the appropriate notice under paragraph 1 or 2 of subsection (3) within three business days of receiving the additional information provided under subsection (4). O. Reg. 79/10, s. 162 (5).

Findings/Faits saillants :

- 1. The licensee has failed to ensure that within five business days after receiving the request to determine whether to give or withhold approval for the applicant's admission to**



the home, do one of the following: 1) Give the appropriate placement coordinator the written notice required under subsection 44 (8) of the Act. 2) If the licensee was withholding approval for the applicant's admission, give the written notice required under subsection 44 (9) of the Act to the persons mentioned in subsection 44 (10) of the Act.

A review of documentation in the LHIN client health records information system, indicated the licensee received applicant #001's first application for admission on a specified date. The licensee requested more information from the LHIN 17 business days after the application date.

Further review of documentation in the LHIN client health records information system, indicated the licensee received applicant #001's second application for admission on a subsequent specified date. The licensee requested more information from the LHIN nine business days after the application date.

In an interview with the Mount Hope Director, they acknowledged that the licensee did not seek additional information from the LHIN within five business days.

The scope of this issue was a pattern and the severity was determined to be a level two, minimal harm or potential for actual harm. The home does not have a history of non-compliance in this subsection of the legislation. [s. 162. (3)]

2. The licensee has failed to ensure that written notice was provided within three business days after receiving the additional information provided.

A review of documentation in the LHIN client health records information system, indicated the licensee received applicant #001's first application for admission on a specified date. The licensee requested more information from the LHIN 17 business days after the application date. The LHIN forwarded the additional information to the home, 29 business days after the date that the information was requested.

In an interview with the LHIN Placement Manager, they verified that the requested information was not sent to the home for 29 business days.

A review of the letter that was sent to the family was dated six business days after the home received the requested information from the LHIN.

Further review of documentation in the LHIN client health records information system,



indicated the licensee received applicant #001's second application for admission on a subsequent specified date. The licensee requested more information from the LHIN nine business days after the application date. The LHIN forwarded the additional information to the home within one business day after the date that the information was requested.

A review of the letter that was sent to the family was dated four business days after the home received the requested information from the LHIN.

In an interview with the Mount Hope Director, they acknowledged that the licensee did not give the appropriate notice within three business days in accordance with the legislation.

The scope of this issue was a pattern and the severity was determined to be a level two, minimal harm or potential for actual harm. The home does not have a history of non-compliance in this subsection of the legislation.

Additional Required Actions:

CO # - 002, 003 will be served on the licensee. Refer to the "Order(s) of the Inspector".

Issued on this 15th day of December, 2017

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

Original report signed by the inspector.



**Ministry of Health and
Long-Term Care**

**Ministère de la Santé et
des Soins de longue durée**

Order(s) of the Inspector

Pursuant to section 153 and/or
section 154 of the *Long-Term Care
Homes Act, 2007*, S.O. 2007, c.8

Ordre(s) de l'inspecteur

Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée*, L.O. 2007, chap. 8

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de longue durée
Inspection de soins de longue durée**

Public Copy/Copie du public

Name of Inspector (ID #) /

Nom de l'inspecteur (No) : RAE MARTIN (515)

Inspection No. /

No de l'inspection : 2017_701515_0001

Log No. /

No de registre : 025547-17

Type of Inspection /

Genre d'inspection: Complaint

Report Date(s) /

Date(s) du Rapport : Dec 13, 2017

Licensee /

Titulaire de permis : ST. JOSEPH'S HEALTH CARE, LONDON
268 Grosvenor Street, P.O. Box 5777, LONDON, ON,
N6A-4V2

LTC Home /

Foyer de SLD : Mount Hope Centre for Long Term Care
21 GROSVENOR STREET, P.O. BOX 5777, LONDON,
ON, N6A-1Y6

Name of Administrator /

Nom de l'administratrice

ou de l'administrateur : Garry Butt

To ST. JOSEPH'S HEALTH CARE, LONDON, you are hereby required to comply with the following order(s) by the date(s) set out below:

Order(s) of the Inspector

Pursuant to section 153 and/or
section 154 of the *Long-Term Care
Homes Act, 2007, S.O. 2007, c.8*

Ordre(s) de l'inspecteur

Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée, L.O. 2007, chap. 8*

Order # /**Ordre no :** 001**Order Type /****Genre d'ordre :** Compliance Orders, s. 153. (1) (a)**Pursuant to / Aux termes de :**

LTCHA, 2007 S.O. 2007, c.8, 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;

(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. 2007, c. 8, s. 44. (7).

Order / Ordre :

1. The licensee shall immediately contact the South West Local Health Integration Network (SW LHIN) placement coordinator to request applicant #001's most current assessments and information on file. The licensee shall reconsider applicant #001's application utilizing this information and taking into consideration the legislative requirements.

The home shall cease the practice of withholding an applicant's approval unless:

- the home lacks the physical facilities necessary to meet the applicant's care requirements;

- the staff of the home lack the nursing expertise to meet the applicant's care requirements; or

- circumstances exist which are provided for in the regulations as being a ground for withholding approval.

2. The licensee shall review and document their internal processes used in assessing placement application information and making determinations for withholding or approving applications for admission to the home to ensure the licensee's processes meet all applicable legislative requirements.

Order(s) of the Inspector

Pursuant to section 153 and/or
section 154 of the *Long-Term Care
Homes Act, 2007, S.O. 2007, c.8*

Ordre(s) de l'inspecteur

Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée, L.O. 2007, chap. 8*

Grounds / Motifs :

1. The licensee has failed to ensure that the home 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; or (c) circumstances existed which are provided for in the regulations as being a ground for withholding approval.

Two applications for admission to Mount Hope Centre for Long-Term Care were submitted on behalf of applicant #001 who was in hospital.

A Local Health Integration Network Care Coordinator (LHIN CC) assessed applicant #001 and determined eligibility for long-term care placement for both applications.

A review of documentation in the LHIN client health records information system indicated the licensee received applicant #001's first application for admission, additional information was requested by the licensee and approval was withheld over two months later.

A review of the letter that was sent to the family showed the licensee was concerned that: a) they would not be able to keep applicant #001 on their special care units which were monitored by a wandering bracelet system; and b) that the application suggested the applicant would be best placed in a secure unit. Mount Hope did not have such a unit.

Further review of documentation in the LHIN client health records information system indicated the licensee received applicant #001's second application for admission, additional information was requested by the licensee and approval was withheld three weeks later.

A review of the letter that was sent to the family, showed the licensee was concerned about responsive behaviours that were difficult to manage in a long-term care setting and they would not be able to maintain a safe environment for the residents and staff.

In an interview with the Mount Hope Director (MHD), they said that the decisions were made by the home to withhold approval based on the number of residents

who lived on an identified unit, and the fact that staff could not manage the applicant's access to the outside.

The MHD acknowledged that both refusal letters were general in nature and did not identify the details as required in accordance with the Act.

The scope of this issue was a pattern and the severity was determined to be a level two, minimal harm or potential for actual harm. The home does not have a history of non-compliance in this subsection of the legislation. [s. 44. (9)]

2. The licensee has failed to ensure that when withholding 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 was withholding approval; (b) a detailed explanation of the supporting facts, as they related both to the home and to the applicant's condition and requirements for care; (c) an explanation of how the supporting facts justified the decision to withhold approval; and (d) contact information for the Director.

Two applications for admission to Mount Hope Centre for Long-Term Care were submitted on behalf of applicant #001 who was in hospital.

A Local Health Integration Network Care Coordinator (LHIN CC) assessed applicant #001 and determined eligibility for long-term care placement for both applications.

A review of documentation in the LHIN client health records information system indicated the licensee withheld approval for applicant #001 for both the first and second applications.

A review of the first letter that was sent to the family, showed the licensee was concerned that: a) they would not be able to keep applicant #001 on their special care units which were monitored by a wandering bracelet system; and b) that the application suggested the applicant would be best placed in a secure unit. Mount Hope did not have such a unit.

A review of the second letter that was sent to the family, showed the licensee was concerned about responsive behaviours that were difficult to manage in a long-term care setting and they would not be able to maintain a safe environment for the residents and staff.



**Ministry of Health and
Long-Term Care**

Order(s) of the Inspector

Pursuant to section 153 and/or
section 154 of the *Long-Term Care
Homes Act, 2007, S.O. 2007, c.8*

**Ministère de la Santé et
des Soins de longue durée**

Ordre(s) de l'inspecteur

Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée, L.O. 2007, chap. 8*

The ground or grounds on which the licensee was withholding approval were not identified.

The explanation of the supporting facts, as they related both to the home and the applicant's condition and requirements for care, were not detailed as required.

The letter did not provide an explanation to justify the decision to withhold approval.

The letter did not provide contact information for the Director.

In an interview with the Mount Hope Director (MHD), they said that the decisions were made by the home to withhold approval based on the number of residents who lived on an identified unit, and the fact that staff could not manage the applicant's access to the outside.

The MHD acknowledged that both refusal letters were general in nature and did not identify the details as required in accordance with the Act.

(515)

This order must be complied with by /

Vous devez vous conformer à cet ordre d'ici le : Dec 29, 2017

Order(s) of the Inspector

Pursuant to section 153 and/or
section 154 of the *Long-Term Care
Homes Act, 2007, S.O. 2007, c.8*

Ordre(s) de l'inspecteur

Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée, L.O. 2007, chap. 8*

Order # /**Ordre no :** 002**Order Type /****Genre d'ordre :** Compliance Orders, s. 153. (1) (a)**Pursuant to / Aux termes de :**

O.Reg 79/10, s. 162. (3) Subject to subsections (4) and (5), the licensee shall, within five business days after receiving the request mentioned in clause (1) (b), do one of the following:

1. Give the appropriate placement co-ordinator the written notice required under subsection 44 (8) of the Act.
2. If the licensee is withholding approval for the applicant's admission, give the written notice required under subsection 44 (9) of the Act to the persons mentioned in subsection 44 (10) of the Act. O. Reg. 79/10, s. 162 (3).

Order / Ordre :

The licensee shall ensure that within five business days after receiving the request mentioned, will do one of the following:

1. Give the appropriate placement coordinator the written notice which shall include an acknowledgement that the licensee has reviewed the assessments and information the licensee is required to review under subsection 44 (7) of the Act.
2. If the licensee is withholding approval for the applicant's admission, give the written notice required under subsection 44 (9) of the Act to the applicant, the Director and the appropriate placement coordinator.

Grounds / Motifs :



Order(s) of the Inspector

Pursuant to section 153 and/or
section 154 of the *Long-Term Care
Homes Act, 2007, S.O. 2007, c.8*

Ordre(s) de l'inspecteur

Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée, L.O. 2007, chap. 8*

1. The licensee has failed to ensure that within five business days after receiving the request to determine whether to give or withhold approval for the applicant's admission to the home, do one of the following: 1) Give the appropriate placement coordinator the written notice required under subsection 44 (8) of the Act. 2) If the licensee was withholding approval for the applicant's admission, give the written notice required under subsection 44 (9) of the Act to the persons mentioned in subsection 44 (10) of the Act.

A review of documentation in the LHIN client health records information system, indicated the licensee received applicant #001's first application for admission on a specified date. The licensee requested more information from the LHIN 17 business days after the application date.

Further review of documentation in the LHIN client health records information system, indicated the licensee received applicant #001's second application for admission on a subsequent specified date. The licensee requested more information from the LHIN nine business days after the application date.

In an interview with the Mount Hope Director, they acknowledged that the licensee did not seek additional information from the LHIN within five business days.

The scope of this issue was a pattern and the severity was determined to be a level two, minimal harm or potential for actual harm. The home does not have a history of non-compliance in this subsection of the legislation. (515)

This order must be complied with by /

Vous devez vous conformer à cet ordre d'ici le : Dec 29, 2017



Order(s) of the Inspector

Pursuant to section 153 and/or
section 154 of the *Long-Term Care
Homes Act, 2007, S.O. 2007, c.8*

Ordre(s) de l'inspecteur

Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée, L.O. 2007, chap. 8*

Order # /

Ordre no : 003

Order Type /

Genre d'ordre : Compliance Orders, s. 153. (1) (a)

Pursuant to / Aux termes de :

O.Reg 79/10, s. 162. (5) The licensee shall give the appropriate notice under paragraph 1 or 2 of subsection (3) within three business days of receiving the additional information provided under subsection (4). O. Reg. 79/10, s. 162 (5).

Order / Ordre :

The licensee shall ensure that within three business days of receiving additional information that has been provided by the placement coordinator, will do one of the following:

1. Give the appropriate placement coordinator the written notice which shall include an acknowledgement that the licensee has reviewed the assessments and information the licensee is required to review under subsection 44 (7) of the Act.
2. If the licensee is withholding approval for the applicant's admission, give the written notice required under subsection 44 (9) of the Act to the applicant, the Director and the appropriate placement coordinator.

Grounds / Motifs :



1. The licensee has failed to ensure that written notice was provided within three business days after receiving the additional information provided.

A review of documentation in the LHIN client health records information system, indicated the licensee received applicant #001's first application for admission on a specified date. The licensee requested more information from the LHIN 17 business days after the application date. The LHIN forwarded the additional information to the home, 29 business days after the date that the information was requested.

In an interview with the LHIN Placement Manager, they verified that the requested information was not sent to the home for 29 business days.

A review of the letter that was sent to the family was dated six business days after the home received the requested information from the LHIN.

Further review of documentation in the LHIN client health records information system, indicated the licensee received applicant #001's second application for admission on a subsequent specified date. The licensee requested more information from the LHIN nine business days after the application date. The LHIN forwarded the additional information to the home within one business day after the date that the information was requested.

A review of the letter that was sent to the family was dated four business days after the home received the requested information from the LHIN.

In an interview with the Mount Hope Director, they acknowledged that the licensee did not give the appropriate notice within three business days in accordance with the legislation.

The scope of this issue was a pattern and the severity was determined to be a level two, minimal harm or potential for actual harm. The home does not have a history of non-compliance in this subsection of the legislation.

(515)



**Ministry of Health and
Long-Term Care**

Order(s) of the Inspector

Pursuant to section 153 and/or
section 154 of the *Long-Term Care
Homes Act, 2007*, S.O. 2007, c.8

**Ministère de la Santé et
des Soins de longue durée**

Ordre(s) de l'inspecteur

Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée*, L.O. 2007, chap. 8

**This order must be complied with by /
Vous devez vous conformer à cet ordre d'ici le :**

Dec 29, 2017



**Ministry of Health and
Long-Term Care**

**Ministère de la Santé et
des Soins de longue durée**

Order(s) of the Inspector

Pursuant to section 153 and/or
section 154 of the *Long-Term Care
Homes Act, 2007*, S.O. 2007, c.8

Ordre(s) de l'inspecteur

Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée*, L.O. 2007, chap. 8

REVIEW/APPEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this (these) Order(s) in accordance with section 163 of the Long-Term Care Homes Act, 2007.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for services for the Licensee.

The written request for review must be served personally, by registered mail, commercial courier or by fax upon:

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Health and Long-Term Care
1075 Bay Street, 11th Floor
TORONTO, ON
M5S-2B1
Fax: 416-327-7603



**Ministry of Health and
Long-Term Care**

Order(s) of the Inspector

Pursuant to section 153 and/or
section 154 of the *Long-Term Care
Homes Act, 2007*, S.O. 2007, c.8

**Ministère de la Santé et
des Soins de longue durée**

Ordre(s) de l'inspecteur

Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée*, L.O. 2007, chap. 8

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing, when service is made by a commercial courier it is deemed to be made on the second business day after the day the courier receives the document, and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this (these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the Long-Term Care Homes Act, 2007. The HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, within 28 days of being served with the notice of the Director's decision, give a written notice of appeal to both:

Health Services Appeal and Review Board and the Director

Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON M5S 2T5

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Health and Long-Term Care
1075 Bay Street, 11th Floor
TORONTO, ON
M5S-2B1
Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website www.hsarb.on.ca.



**Ministry of Health and
Long-Term Care**

Order(s) of the Inspector

Pursuant to section 153 and/or
section 154 of the *Long-Term Care
Homes Act, 2007, S.O. 2007, c.8*

**Ministère de la Santé et
des Soins de longue durée**

Ordre(s) de l'inspecteur

Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée, L.O. 2007, chap. 8*

RENSEIGNEMENTS RELATIFS AUX RÉEXAMENS DE DÉCISION ET AUX APPELS

PRENEZ AVIS :

Le/la titulaire de permis a le droit de faire une demande de réexamen par le directeur de cet ordre ou de ces ordres, et de demander que le directeur suspende cet ordre ou ces ordres conformément à l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée.

La demande au directeur doit être présentée par écrit et signifiée au directeur dans les 28 jours qui suivent la signification de l'ordre au/à la titulaire de permis.

La demande écrite doit comporter ce qui suit :

- a) les parties de l'ordre qui font l'objet de la demande de réexamen;
- b) les observations que le/la titulaire de permis souhaite que le directeur examine;
- c) l'adresse du/de la titulaire de permis aux fins de signification.

La demande de réexamen présentée par écrit doit être signifiée en personne, par courrier recommandé, par messagerie commerciale ou par télécopieur, au :

Directeur
a/s du coordonnateur/de la coordonnatrice en matière d'appels
Direction de l'inspection des foyers de soins de longue durée
Ministère de la Santé et des Soins de longue durée
1075, rue Bay, 11e étage
Toronto ON M5S 2B1
Télécopieur : 416 327-7603



**Ministry of Health and
Long-Term Care**

Order(s) of the Inspector

Pursuant to section 153 and/or
section 154 of the *Long-Term Care
Homes Act, 2007, S.O. 2007, c.8*

**Ministère de la Santé et
des Soins de longue durée**

Ordre(s) de l'inspecteur

Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée, L.O. 2007, chap. 8*

Quand la signification est faite par courrier recommandé, elle est réputée être faite le cinquième jour qui suit le jour de l'envoi, quand la signification est faite par messagerie commerciale, elle est réputée être faite le deuxième jour ouvrable après le jour où la messagerie reçoit le document, et lorsque la signification est faite par télécopieur, elle est réputée être faite le premier jour ouvrable qui suit le jour de l'envoi de la télécopie. Si un avis écrit de la décision du directeur n'est pas signifié au/à la titulaire de permis dans les 28 jours de la réception de la demande de réexamen présentée par le/la titulaire de permis, cet ordre ou ces ordres sont réputés être confirmés par le directeur, et le/la titulaire de permis est réputé(e) avoir reçu une copie de la décision en question à l'expiration de ce délai.

Le/la titulaire de permis a le droit d'interjeter appel devant la Commission d'appel et de révision des services de santé (CARSS) de la décision du directeur relative à une demande de réexamen d'un ordre ou des ordres d'un inspecteur ou d'une inspectrice conformément à l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée. La CARSS est un tribunal autonome qui n'a pas de lien avec le ministère. Elle est créée par la loi pour examiner les questions relatives aux services de santé. Si le/la titulaire décide de faire une demande d'audience, il ou elle doit, dans les 28 jours de la signification de l'avis de la décision du directeur, donner par écrit un avis d'appel à la fois à :

la Commission d'appel et de révision des services de santé et au directeur

À l'attention du/de la registrateur(e)
151, rue Bloor Ouest, 9e étage
Toronto ON M5S 2T5

Directeur
a/s du coordonnateur/de la coordonnatrice en matière
d'appels
Direction de l'inspection des foyers de soins de longue durée
Ministère de la Santé et des Soins de longue durée
1075, rue Bay, 11e étage
Toronto ON M5S 2B1
Télécopieur : 416 327-7603

À la réception de votre avis d'appel, la CARSS en accusera réception et fournira des instructions relatives au processus d'appel. Le/la titulaire de permis peut en savoir davantage sur la CARSS sur le site Web www.hsarb.on.ca.

Issued on this 13th day of December, 2017

**Signature of Inspector /
Signature de l'inspecteur :**



**Ministry of Health and
Long-Term Care**

**Ministère de la Santé et
des Soins de longue durée**

Order(s) of the Inspector

Pursuant to section 153 and/or
section 154 of the *Long-Term Care
Homes Act, 2007, S.O. 2007, c.8*

Ordre(s) de l'inspecteur

Aux termes de l'article 153 et/ou
de l'article 154 de la *Loi de 2007 sur les foyers
de soins de longue durée, L.O. 2007, chap. 8*

Name of Inspector /

Rae Martin

Nom de l'inspecteur :

Service Area Office /

Bureau régional de services : London Service Area Office