



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

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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
May 30, 2018	2018_670571_0008	007709-18	Complaint

Licensee/Titulaire de permis

0760444 B.C. Ltd. as General Partner on behalf of Omni Health Care Limited Partnership

2020 Fisher Drive Suite 1 PETERBOROUGH ON K9J 6X6

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

Pleasant Meadow Manor
99 Alma Street P.O. Box 426 Norwood ON K0L 2V0

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

PATRICIA MATA (571)

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): An off-site inspection was conducted on May 8, 9, 11, and 18, 2018.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Substitute Decision Maker for the applicant, and the Administrator of the Long-Term Care Home where the applicant resides.

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>Legendé</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>



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**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 44.
Authorization for admission to a home**

Findings/Faits saillants :



1. The licensee failed to ensure when the licensee withholds approval for admission, the licensee gave to persons described in subsection (10) a written notice setting out, (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.

Under the LTCHA, 2007, s. 44(7) The appropriate placement coordinator 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.

Related to: Log #007709-18:

A complaint was received by the Director indicating a Long-Term Care Home (LTCH) applicant had been refused admission to the home.

Review of the applicant's refusal letter for admission indicated that on a specified date, the applicant was refused admission because the home lacked the physical facilities necessary to meet the applicant's care requirements. The explanation provided by the licensee was related to a specified responsive behaviour that the applicant displayed. The refusal letter was signed by the Administrator of the LTCH.

In a telephone interview with Inspector #571 on May 8, 2018, the Administrator of Pleasant Meadow Manor LTCH, indicated that they initially accepted the applicant for admission to the home. However, the administrator later withdrew the acceptance based on additional information received regarding a specific responsive behaviour. The application for admission to the home was declined as the licensee believed they lacked the physical facilities necessary to meet the applicant's care requirements related to the specified responsive behaviour.

The documented evidence provided by the licensee did not support how the home lacked the physical facilities necessary to meet the applicant's care requirements [s. 44.]



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Issued on this 31st day of May, 2018

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

Original report signed by the inspector.