

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
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
Mar 4, 2022	2022_818502_0001	002248-22, 002564-22	Complaint

Licensee/Titulaire de permisUnited Counties of Prescott and Russell
59 Court Street Box 304 L'original ON K0B 1K0**Long-Term Care Home/Foyer de soins de longue durée**Residence Prescott et Russell
1020 Cartier Boulevard Hawkesbury ON K6A 1W7**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

JULIENNE NGONLOGA (502)

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): February 17 and 18, 2022.

During the course of the inspection, log #002248-22 and log #002564-22 related to withholding of application were inspected.

During the course of the inspection, the inspector(s) spoke with the Director of Care, a Placement Coordinator

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. (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 when applications for admission in the home were withheld, the licensee shall give to the applicants 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, and (c) an explanation of how the supporting facts justify the decision to withhold approval.

The licensee withheld application of approval for admission to the home due to the applicants' assessed behaviours, and sent each of them a written notice.

The written notice for the first applicant stated that the staff of the home lack the nursing expertise necessary to meet the applicant care requirements related to behavioural assessment information of potential identified risk contained in the application.

The written notice for the second applicant stated that the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements related to identified responsive behaviours.

The written notice for the third applicant stated that the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements, related to potential identified behaviour.

All three written notices did not provide a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care, and an explanation of how the supporting facts justify the decision to withhold approval.

Therefore, all written notices sent to the applicants by the home did not set out the required details contained in s. 44. (9)(b)(c) of the Act .

Source: Intake, Inspector #655 inquiry notes, placement coordinator interview, Applicants' Behavioural assessment, written notice. DOC interview. [s. 44. (9)]

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 when the licensee withholds approval for admission, the licensee shall give 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; and (c) an explanation of how the supporting facts justify the decision to withhold approval, to be implemented voluntarily.

Issued on this 10th day of March, 2022

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

Original report signed by the inspector.