



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

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

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

**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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## **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 # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
May 18, 2016	2016_286547_0009	032095-15	Complaint

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### **Licensee/Titulaire de permis**

The Governing Council of the Salvation Army in Canada  
2 OVERLEA BLVD. TORONTO ON M4H 1P4

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

THE SALVATION ARMY OTTAWA GRACE MANOR  
1156 WELLINGTON STREET OTTAWA ON K1Y 2Z3

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

LISA KLUKE (547)

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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): March 29, April 1, 20, 26,  
May 4, and 6, 2016**

**This inspection was conducted as the result of an info Line complaint log #032095-15 from the placement co-ordinator at the Champlain Community Care Access Centre (CCAC) on behalf of the applicant, regarding the licensee withholding approval of the application provided to them for review at the time of review for a bed availability in the home.**

**During the course of the inspection, the inspector(s) spoke with the home's Executive Director(ED), the placement co-ordinator at the Champlain Community Care Access Centre (CCAC), and the Acting Director of Care in the home**

**Ad-hoc notes were used during this inspection.**

**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**

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. (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 they withhold approval for admission, the licensee shall give the persons described in subsection (10) being the applicant, the Director and the appropriate placement co-ordinator a written notice setting out, specifically related to the following:

- (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.

On a specified date in October 2015, the home provided applicant #001, the Director and Placement Co-ordinator #100 at the Champlain CCAC, a written notice of withholding approval of the applicant from their wait list. This written notice identified the applicant as having very complex and chronic mental health needs, and the lack of nursing expertise necessary to meet the applicants care requirements. This decision was based on information provided in the applicant's Minimum Data Set (MDS) assessment, the Health Assessment from a specified dates in May 2015 and a conversation with the applicant's psychiatrist on a specified date in June 2015.

The Executive Director(ED) indicated to Inspector #547 during an interview that the home did not require additional information to clarify any concerns related to the applicants care needs. The ED indicated that he had a note from a specified date in October, 2015's decision for this applicant indicating that this file was withheld based on the applicant's chronic mental health issues and lack of nursing expertise for these mental health needs, adding his/her complexity of physical health related issues would not be a suitable admission to their home.

This written notice did not provide any detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and the requirements for nursing care they could not provide.

This written notice also did not provide any explanation of how the supporting facts justify the decision to withhold approval. [s. 44. (9)]

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**Issued on this 18th day of May, 2016**

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

**Original report signed by the inspector.**