



**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 # / Registre no	Type of Inspection / Genre d'inspection
Aug 30, 2016	2016_200148_0027	022975-16 AND 020596-16	Complaint

Licensee/Titulaire de permis

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

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

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

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

AMANDA NIXON (148)

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): August 8, 2016

This inspection included two complaints related to the approval of applicants to the home.

During the course of the inspection, the inspector(s) spoke with the home's Director of Nursing and Placement Coordinator.

In addition the Inspector reviewed written notices related to the withholding of admission for two identified applicants and reviewed assessment information.

**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

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 approval for admission is withheld, 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, the grounds or grounds on which the licensee is withholding approval.

In accordance with LTCHA, 2007, s.44(7), the licensee shall review the assessments and information, as it relates to the applicant, and shall approve the applicant's admission to the home unless, the home lacks the physical facilities necessary to meet the applicant's care requirements, the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements or circumstances exist which are provided for in the regulations as being a ground for withholding approval. At this time no circumstances exist within the regulation as grounds for withholding approval.

On July 20, 2016, the home's provided the Placement Co-ordinator at the Champlain CCAC, a written notice of withholding approval. The written notice indicated that the bed available at the home lacked enough nursing staff to meet the applicants daily care requirements. Supporting this matter was that there were several other residents who required two person assist with lifts to complete their activities of daily living, noting that due to the needs of the applicant and the residents already residing on the unit, the care needs would be compromised.

In discussion with the home's Director of Nursing on August 8, 2016, she confirmed that the resident care needs exceeded that which could be provided on the unit due to the number of staff available to provide care on the unit.

The grounds stated in the written notice did not include that the home lacks the physical facilities necessary to meet the applicant's care requirements or that the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements. [s. 44. (9) (a)]



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Issued on this 30th day of August, 2016

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

Original report signed by the inspector.