



**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 prévue  
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**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Nov 27, 2018	2018_621547_0033	019267-18	Complaint

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

The Royale Development GP Corporation as general partner of The Royale  
Development LP  
302 Town Centre Blvd. Suite 300 MARKHAM ON L3R 0E8

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

Granite Ridge Care Community  
5501 Abbott Street East Stittsville ON K2S 2C5

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

LISA KLUKE (547)

## **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): off site on October 30, 31,  
and November 1, 2018.**

**This complaint inspection log#019267-18 IL-58428-OT and IL-58438-OT regarding  
concerns identified regarding the Long-Term Care home withholding approval of  
the applicant's request for authorization for admission.**

**During the course of the inspection, the inspector(s) spoke with the applicant's  
family member, the Resident Relations Coordinator and the Director of Care via  
telephone interviews.**

**In addition, the inspector reviewed the Licensee's written response notice to the  
applicant.**

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

**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**

Legend	Légende
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**



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**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 withholding approval for admission, the licensee shall give the persons described in subsection (10) a written notice setting out specifically; a) the ground or grounds on which the Licensee is withholding approval; and c) an explanation of how the supporting facts justify the decision to withhold approval.

LTCHA 2007 stipulates in s.44(7) whereby the appropriate placement coordinator gave the Licensee copies of the assessments and information that were required to have been taken into account, under subsection 43(6), and the Licensee is to review these assessments and information and shall approve the applicant's admission to the home unless, as the Licensee specified in their written notice that:

- 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.

The written notice provided by the Licensee on a specified date. In this notice, the Licensee did not identify the ground or grounds on which the Licensee is withholding approval for the authorization for admission to the home as specified in circumstances stated in a,b or c. In this notice, the Licensee did provide an explanation of their supporting facts that they assessed, as they relate both to the home and to the applicant's condition and requirements for care. However the Licensee did not provide any explanation of the supporting facts associated with the grounds specified in a,b or c of this section, in order to justify the decision to withhold approval as required by this section. [s. 44. (9)]



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***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 to ensure that the Licensee shall give the applicant, the appropriate Placement Coordinator at the LHIN and the Director as described in subsection (10), a written notice setting out, a) the ground or grounds on which the licensee is withholding approval and c) the explanation of how the supporting facts justify the decision to withhold approval, to be implemented voluntarily.***

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Issued on this 27th day of November, 2018

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

**Original report signed by the inspector.**