



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

**Rapport d'inspection
prévus le Loi de 2007
les foyers de soins de
longue durée**

Ministry of Health and Long-Term Care

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

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Date(s) of inspection/Date de l'inspection October 13-14, 2010	Inspection No/ d'inspection 2010_143_2649_13Oct153933	Type of Inspection/Genre d'inspection Admission Refusal. Log # 0-002000, Log #'s 0-002039 to 0-002047 and Log # 0-001999
Licensee/Titulaire Tendercare Nursing Homes Limited 212 Queen Street East Suite 202 Sault Ste Marie, ON P6A 5X8 Fax: 705-254-3500		
Long-Term Care Home/Foyer de soins de longue durée Tendercare Living Centre 1020 McNicoll Avenue Scarborough, ON M1W 2J6 Fax: 416-499-3379		
Name of Inspector(s)/Nom de l'inspecteur(s) Paul Miller (#143)		
Inspection Summary/Sommaire d'inspection		



The purpose of this inspection was to conduct an off site inspection (Admission Refusal). The nature of the inspection involved the Long Term Care Home refusals of applicant's admission to the home.

During the course of the inspection, the inspector spoke with: The Administrator and staff at Central East Community Care Access Centre-Placement Coordination Services

During the course of the inspection, the inspector: Reviewed eleven clients' application refusal letters that the home submitted to the Ministry Of Health and Long term Care from the period of August 23-October 13, 2010.

The following Inspection Protocols were used in part or in whole during this inspection: Admission and Discharge Inspection Protocol.

- There are no findings of Non-Compliance as a result of this inspection.
Findings of Non-Compliance were found during this inspection. The following action was taken:

1 WN

NON-COMPLIANCE / (Non-respectés)

Definitions/Définitions

- WN - Written Notifications/Avis écrit
VPC - Voluntary Plan of Correction/Plan de redressement volontaire
DR - Director Referral/Régisseur envoyé
CO - Compliance Order/Ordres de conformité
WAO - Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le Loi de 2007 les foyers de soins de longue durée à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN # 1: The Licensee has failed to comply with: LTCHA, 2007, S.O.2007 c.8, s.44(7)(a)(b) The appropriate placement co-ordinator 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;

Findings:

1. Discussed with the Administrator that resident a resident application refusal did not met the requirements for refusal under LTCHA, 2007, S.O.2007 c.8, s.44(7)(a)(b). The client was not approved as she required assistance with transfers.
2. The home denied application refusals for eleven clients from August 23-October 13, 2010.
3. The grounds for application refusal included, two residents who smoked, one resident with G tube, six residents who required assistance with transferring including staff and mechanical transfers, one resident who resident lacked motivation and one resident who was independent.
4. A review of four client applications indicated that the home did not request any additional information from CCAC prior to refusing the applicants admission to the home.

Inspector ID #: #143

Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division
representative/Signature du (de la) représentant(e) de la Division de la
responsabilisation et de la performance du système de santé.

P. Miller Oct 14/10

Title: **Date:**

Date of Report: (if different from date(s) of inspection).