



**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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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Apr 4, 2016	2016_262523_0013	020805-15	Complaint

Licensee/Titulaire de permis

THE CORPORATION OF THE COUNTY OF ELGIN MUNICIPAL HOMES
475 Talbot Street E. AYLMER ON N5H 3A5

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

TERRACE LODGE
475 TALBOT STREET EAST 49462 TALBOT LINE AYLMER ON N5H 3A5

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

ALI NASSER (523)

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 9 & 10, 2016

**This Complaint Inspection Log # 020805-15 / IL-39368-LO was related to refusal to
an application to the home.**

This Inspection was completed concurrently with the following inspections:

Log # 004493-16/ IL-42870-LO

Log # 034797-15 / CI M583-000025015

Log # 005124-16 / CI M583-000002-16

**During the course of the inspection, the inspector(s) spoke with the Administrator,
Director of Care, Manager of Support Services, a Registered Staff Member, a Health
Care Aide and a
resident.**

**The inspector(s) also toured resident care areas, common areas, observed resident
staff interactions, reviewed clinical records, related policies and procedures and
education records.**

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 WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Legendé 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). The following constitutes written notification of non-compliance under paragraph 1 of section 152 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. 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 an approval for admission was withheld, a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care were provided to the applicant, the Director and the appropriate placement co-ordinator.

A review of the bed refusal letter provided by the home, revealed that the home withheld the approval of an application due to the home's current resident care needs and lack of physical facilities necessary to manage the care of the applicant.

Interview with Administrator #100 and Director of Care (DOC) #101 revealed that there was no detailed explanation to support the reason for refusal provided to the applicant, the Director and the appropriate placement co-ordinator. [s. 44. (9) (b)]

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 when an approval for admission was withheld, a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care were provided to the applicant, the Director and the appropriate placement co-ordinator, to be implemented voluntarily.



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Issued on this 4th day of April, 2016

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

Original report signed by the inspector.