

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Original Public Report

Report Issue Date: July 26, 2024

Inspection Number: 2024-1410-0004

Inspection Type:

Complaint

Licensee: Steeves & Rozema Enterprises Limited

Long Term Care Home and City: St. Andrew's Terrace Long Term Care
Community, Cambridge

INSPECTION SUMMARY

The inspection occurred offsite on the following date(s): July 8 - 12, 2024

The following intake(s) were inspected:

· Intake: #00119780 – Complaint related to Admissions into Facility.

The following **Inspection Protocols** were used during this inspection:

Admission, Absences and Discharge

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

INSPECTION RESULTS

WRITTEN NOTIFICATION: Written notice if licensee withholds approval

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 51 (9) (c)

Authorization for admission to a home

s. 51 (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,

(c) an explanation of how the supporting facts justify the decision to withhold approval; and

The licensee failed to provide the placement coordinator and an applicant a written notice explaining how the supporting facts justified the decision to withhold the applicants approval for admission to the home.

Rational and summary:

A letter was issued to the placement coordinator and an applicant indicating their approval for admission to the home had been withheld.

No supporting facts to justify the decision to withhold approval for admission due to lacking the physical facilities to meet the applicant's needs, were identified in the letter.

Failure to provide an explanation for withholding the application put the applicant at risk of delayed placement into a long term care home.

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Sources: Applicant's application and medical records, interview with the LTCH's administrator, Manager of Resident Care, RAI Coordinator, Registered Geriatric Nurse from hospital, BSO LTC Transition Clinician. [000688]

WRITTEN NOTIFICATION: Written notice if licensee withholds approval

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 51 (9) (d)

Authorization for admission to a home

s. 51 (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,
(d) contact information for the Director.

The licensee has failed to provide an applicant written notice setting out the contact information for the Director when they withheld their approval for admission to the long-term care home.

Rational and summary:

The licensee issued a letter to an applicant indicating their approval to the home had been withheld. None of the letters provided contact information for the Director.

Failure to provide the Director's contact information put the applicant at risk of not being able to seek further support if required.

Sources: Applicant's application and medical records, interview with the LTCH's administrator, Manager of Resident Care, RAI Coordinator, Registered Geriatric Nurse, BSO LTC Transition Clinician. [000688]

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

WRITTEN NOTIFICATION: Withdrawal of approval by licensee

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 202 (4) 2.

Withdrawal of approval by licensee

s. 202 (4) Subject to subsections (5) and (6), the licensee shall, within one business day of receiving the request from the placement co-ordinator under subsection (3), review the material in accordance with subsection 51 (14) of the Act and do one of the following:

2. If the licensee decides to withdraw the approval for the applicant's admission, give the written notice referred to in paragraph 3 of subsection 51 (14) of the Act in accordance with the applicable requirements under that paragraph.

The licensee has failed to ensure that when they decided to withdraw the approval for an applicant's admission, they provided the written notice within one business day of receiving the request from the placement coordinator.

Rational and summary:

When a bed became available for an applicant who was on the wait list to be admitted to the home, the home decided to withdraw the approval of the applicant's admission to the home after review of the applicant's updated assessments. The placement coordinator was not notified for approximately eleven days.

Failure to communicate effectivity with the placement coordinator put the applicant at risk of delayed placement in a long term care home.

Sources: Applicant's application and medical records, interview with the LTCH's administrator, Manager of Resident Care, RAI Coordinator, Registered Geriatric Nurse from hospital, BSO LTC Transition Clinician. [000688]