

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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Nov 25, 2019	2019_793743_0017	019945-19	Complaint

Licensee/Titulaire de permis

Schlegel Villages Inc.
325 Max Becker Drive Suite. 201 KITCHENER ON N2E 4H5

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

The Village at University Gates
250 Laurelwood Drive WATERLOO ON N2J 0E2

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

KIYOMI KORNETSKY (743)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): October 28-31, and November 4, 2019.

**The following intakes were completed in this follow-up inspection:
Log #019945-19/ IL-71025-CW related to alleged resident to resident abuse.**

During the course of the inspection, the inspector(s) spoke with The Director of Care (DOC) , Assistant Director of Care (ADOC), Falls Lead, Falls Exercise Therapist, Registered Practical Nurses, Personal Support Workers and the Behavior Support Ontario (BSO).

The inspector reviewed clinical records and plans of care for relevant residents, pertinent policies and procedure and meeting notes, as well as the home's documentation related to relevant investigations.

The following Inspection Protocols were used during this inspection:

**Falls Prevention
Prevention of Abuse, Neglect and Retaliation
Reporting and Complaints
Responsive Behaviours**

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

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 101. Dealing with complaints

Specifically failed to comply with the following:

s. 101. (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately. O. Reg. 79/10, s. 101 (1).

Findings/Faits saillants :

1. The licensee failed to ensure that a verbal complaint that alleged harm or risk of harm to a resident was investigated immediately, and that a response was made to the person who made the complaint indicating the reasons why the licensee believed the complaint to be unfounded within 10 business days.

A complaint was submitted to the Ministry of Long-Term Care (MLTC) alleging that resident #001 was abused by a co-resident.

Resident #001's family requested to meet with the home to discuss an increase in falls and recent injury. Documentation from the meeting included notes that the family had suspicions that another resident may have contributed to the resident's injuries.

Investigative notes from the complaint were reviewed and seven days after the initial complaint, ADOC #101 documented an interview they conducted with Behavioral Support Ontario (BSO) #101, where they were asked to recount what transpired in relation to the most recent incident.

When asked how to the licensee arrived at their conclusion for the most recent incident, ADOC #101 said they spoke with the co-resident, as well as the team that worked with them; however, ADOC #101 confirmed that there was no documentation to support these interviews.

Director of Care (DOC) #102 informed the family that they could not substantiate the family's concerns. DOC #102 did not provide the family with the reasons why they felt the complaint was not founded.

When asked if the family was updated about the reasons why the complaint was unfounded, ADOC #101 said they had not spoken to the family about the outcome.

The licensee failed to ensure that when the family of resident #001 issued a verbal complaint that alleged the possible abuse of resident #001 by resident #002; that the complaint was investigated immediately. The licensee also failed to provide a response to the family of resident #001 that included the reasons why the licensee believed the complaint to be unfounded. [s. 101. (1) 1.]

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 all written or verbal complaints that allege harm or risk of harm to a resident are investigated immediately, and a response is provided to the person who made the complaint within 10 business days. If the complaint is unfounded, the response will include the reasons why the complaint is unfounded., to be implemented voluntarily.

Issued on this 9th day of December, 2019

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

Original report signed by the inspector.