



**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 # / No de registre	Type of Inspection / Genre d'inspection
Mar 12, 2018	2018_493652_0004	003858-18	Complaint

Licensee/Titulaire de permis

The Jewish Home for the Aged
3560 Bathurst Street TORONTO ON M6A 2E1

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

The Jewish Home for the Aged
3560 Bathurst Street NORTH YORK ON M6A 2E1

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

NATALIE MOLIN (652)

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): The off-site inspection was conducted on February 26, 28, and March 1, 2, 7, 2018

The following complaint intake was inspected log #003858-18 (related to approval for admission to the home)

During the course of the inspection, the inspector(s) spoke with Director of Care (DOC), Long Term Care manager, Local Health Integration Network (LHIN) Care Coordinator and the complainant.

**The following Inspection Protocols were used during this inspection:
Admission and Discharge**

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	Legendé
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

Specifically failed to comply with the following:

- s. 44. (7) 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; 2007, c. 8, s. 44. (7).**
 - (b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or 2007, c. 8, s. 44. (7).**
 - (c) circumstances exist which are provided for in the regulations as being a ground for withholding approval. 2007, c. 8, s. 44. (7).**

Findings/Faits saillants :

1. The licensee has failed to ensure that the home approved the applicant's admission to the home unless,
 - (b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements

The Ministry of Health and Long - Term Care (MOHLTC) received a complaint in regards to applicant #001's approval for admission to the home being withheld.

Record review of applicant #001's application from the LHIN revealed the applicant has an identified diagnosis, and requires an identified specialized equipment during an identified time.

The home provided a letter to applicant #001's substitute decision maker (SDM) on an identified date, with the following rationale for the rejection of the application:

Lack of nursing expertise required to manage and support the use of the identified specialized equipment, the development and communication of a plan of care within 24 hours of admission, identify and include drugs and treatments required, ensure that the care plan sets out the planned care and provides clear direction to staff and others providing direct care to resident to ensure that the care set out in the care plan is provided as specified. As such the home cannot meet the applicant's needs under the



Long Term Care Homes Act, 2007 (LTCHA).

In an interview, the Long term Care Manager acknowledged that applicant #001's application was received on an identified date, and rejected on an identified date, and the grounds for the refusal is based on the use of the identified specialized equipment.

In an interview, director of care (DOC) acknowledged that applicant #001's application was received on an identified date, and rejected on an identified date. The DOC mentioned the grounds for the refusal is based on the home's inability to support the use of the identified specialized equipment, the challenge of intensive monitoring, the nurses lack the expertise and feels it is high risk given the human resources. The DOC also revealed they spoke to an external source (Baycrest contracted provider) 16 days after having rejected the application, regarding the identified specialized equipment and as per the external source, the identified specialized equipment with an identified feature need supervision, to replace promptly if it comes off. More so if the person has cognition or mobility issues and cannot self-adjust. They also mentioned it is highly challenging on an identified shift. The DOC revealed resident #001's application has been resubmitted to Baycrest on an identified date, and their position on this application remains the same.

In an interview, applicant #001's care coordinator from the Local Health Integration Network (LINH) revealed applicant #001's application was submitted to Baycrest LTC on an identified date, and declined on an identified date. They also revealed applicant #001 health status is stable and requires the identified specialized equipment only at an identified time and is a non -invasive intervention that can be managed at the long term care home. The care coordinator also revealed applicant #001 is currently at the hospital awaiting placement into long term care.

The home did not pursue alternatives or other resources in order to gain the nursing expertise necessary to meet the applicant's care requirements until 16 days after the application had been rejected. [s. 44. (7)]



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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 home approved the applicant's admission
to the home, to be implemented voluntarily.***

Issued on this 3rd day of April, 2018

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

Original report signed by the inspector.