

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**Central East Service Area Office
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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
Jun 26, 2020	2020_640601_0010	007491-20	Complaint

Licensee/Titulaire de permisCaessant-Care Nursing and Retirement Homes Limited
264 Norwich Avenue WOODSTOCK ON N4S 3V9**Long-Term Care Home/Foyer de soins de longue durée**Caessant Care Lindsay Nursing Home
240 Mary Street West LINDSAY ON K9V 5K5**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

KARYN WOOD (601)

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): May 28, 29, June 2, 3, 4, 2020 (on-site) and June 5, 8 and 9, 2020 (off-site).

A log related to an applicant's application for admission to the home being refused by the licensee.

During the course of the inspection, the inspector(s) spoke with the Central East Local Health Integration Network (CE LHIN) Placement Co-ordinator, the Director of Care (DOC) and the Resident Care Co-ordinator (RCC) and Behavioural Support Ontario/Registered Practical Nurse (BSO/RPN).

The inspector reviewed the applicant's application for admission, and the rejection letter for admission.

**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)

0 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 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 comply with s. 44 (7)(a) of the Long-Term Care Homes Act (LTCHA) whereby the licensee refused the application of applicant #005 for reasons other than provided for in the LTCHA.

The Ministry of Health, Central Intake Assessment and Triage Team (CIATT) received a written complaint from the Placement Co-ordinator of the Central East (CE) Local Health Integration Network (LHIN), regarding applicant #005.

Inspector #601 reviewed the written complaint, which indicated that applicant #005 had submitted their most recent application for admission to the home on a specified date. The Director of Care (DOC) wrote a rejection letter to applicant #005 on a specified date. The rejection letter indicated the home lacked the physical facilities necessary to meet the applicant's care requirements.

During a telephone interview, the Placement Co-ordinator of the Central East (CE) Local Health Integration Network (LHIN) indicated to Inspector #601 that applicant #005 had received a rejection letter on a specified date. According to the Placement Co-ordinator, the DOC had originally accepted applicant #005 and the applicant had been placed on the LTCH waiting list. They further indicated that applicant #005 did not have the specified reason for rejection or require the specified accommodation, as stated in the rejection letter.

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Inspector #601 reviewed the home's letter for the specified date, addressed to applicant #005, signed by the DOC of the LTCH. The letter stated the home lacked the physical facilities necessary to meet the applicant's care requirements and details for withholding approval for applicant #005's admission to the LTCH were specified in the letter.

During an interview, the Resident Care Coordinator (RCC) and the DOC indicated to Inspector #601 that they had reviewed applicant #005's application to the LTCH and the letter was written to withhold applicant #005's admission to the home on a specified date. The DOC and the RCC both specified the reasons for withholding the application and believed the resident required a specified accommodation.

Inspector #601 reviewed applicant #005's application to the LTCH including a specified assessment completed by the Placement Coordinator on a specified date. There was no documentation indicating the applicant had the specified reason or that they required a specified accommodation. The documented evidence provided by the licensee did not support how the home lacked the physical facilities to meet the applicant's care requirements, or how the licensee did not have the necessary resources to meet the applicant's care requirements.

The licensee has failed to comply with s. 44 (7)(a) of the LTCHA, whereby the licensee withheld the approval of applicant #005's application to the LTCH for reasons other than provided for in the LTCHA. [s. 44. (7) (a)]

Issued on this 9th day of July, 2020

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

Original report signed by the inspector.