

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

Hamilton District  
119 King Street West, 11th Floor  
Hamilton, ON, L8P 4Y7  
Telephone: (800) 461-7137

## Original Public Report

Report Issue Date: November 14, 2024

Inspection Number: 2024-1396-0004

Inspection Type:

Complaint

Critical Incident

Licensee: Delcare LTC Inc.

Long Term Care Home and City: Cawthra Gardens, Mississauga

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 24, 25, 28, 29, 30, 31, 2024 and November 1, 2024

The following intake(s) were inspected in this critical incident (CI) inspection:

- Intake: #00117198 - Critical Incident (CI) #2912-000012-24 - Related to Infection Prevention and Control
- Intake: #00120693 Critical Incident (CI) #2912-000014-24 - Related to Infection Prevention and Control

The following intake(s) were inspected in this complaint inspection:

- Intake: #00123005 - Complainant with concerns regarding home withdrawing approval for admission application.

The following Inspection Protocols were used during this inspection:

Infection Prevention and Control

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Admission, Absences and Discharge

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Licensee consideration and approval

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

Non-compliance with: FLTCA, 2021, s. 51 (7) (b)

Authorization for admission to a home

s. 51 (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 50 (6), and the licensee shall review the assessments and information and shall approve 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; or

The licensee failed to ensure that the decline of applicant's admission approval was in accordance with circumstances permitted in the legislation

Rationale and Summary:

The home declined applicant's approval for admission, citing a lack of nursing expertise to manage the care needs associated with responsive behaviours.

The Staff acknowledged that the home has two secured units, with trained Behavioral Support Ontario (BSO) staff members and external support from Geriatric Mental Health Outreach Team.

Withholding the applicant's approval for admission without appropriate grounds

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delayed the applicant's placement in their preferred home.

Sources: Bed refusal letter, Interviews with staff, Care Coordinator at Ontario Health at Home , Patients Relation Manager at Ontario Home at Health and Registered Nurse at Reactivation Care Centre (RCC), Church Site.