

**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
Nov 2, 2020	2020_715672_0016	019293-20	Complaint

Licensee/Titulaire de permisExtendicare (Canada) Inc.
3000 Steeles Avenue East Suite 103 MARKHAM ON L3R 4T9**Long-Term Care Home/Foyer de soins de longue durée**Extendicare Kawartha Lakes
125 Colborne Street East LINDSAY ON K9V 6J2**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

JENNIFER BATTEN (672)

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, 2020, off-site inspection

The following intake was completed during this inspection:

One intake related to a complaint regarding withholding approval for admission to the home.

During the course of the inspection, the inspector(s) spoke with the Administrator and Director of Care (DOC)

**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 :

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

The Amendments to Ontario Regulation 79/10 under the Long-Term Care Homes Act, 2007 related to the COVID-19 Pandemic – Admissions and Discharge document stated that during the COVID-19 pandemic, current residents of long-term care homes were to be enabled to leave the home, should they wish to do so and the licensee was to expedite their return to the long-term care home when they needed to go back.

A resident was discharged from the home. Prior to the resident's discharge, community supports were put in place for the resident, as they had several medical diagnoses and care needs. On an identified date, the Central East Local Health Integration Network (CELHIN) informed the licensee that the resident was not coping well in the community and needed to return to the long-term care home (LTCH). The manager from the CELHIN expected the resident to be placed onto the waiting list for the home and be readmitted the next time a bed became available, but during that conversation the DOC informed the manager from the CELHIN that resident #001 would not be accepted back into the home.

During an interview with the DOC and Administrator, Inspector #672 was informed that the resident was not accepted back into the home due to exhibited responsive behaviours by the resident during their previous stay in the home. The DOC and Administrator indicated that the home did not lack the physical facilities necessary to meet the applicant's care requirements; the staff of the home did not lack the nursing expertise necessary to meet the applicant's care requirements; and circumstances did not exist which were provided for in the regulations as being a ground for withholding approval.

Sources: Interview with the DOC and Administrator, Amendments to Ontario Regulation 79/10 under the Long-Term Care Homes Act, 2007 related to the COVID-19 Pandemic – Admissions and Discharge, and complaint from the CELHIN. [s. 44. (7)]

Issued on this 2nd day of November, 2020

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

Original report signed by the inspector.