

**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
Oct 28, 2020	2020_523461_0008	015952-20	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 Peterborough
860 Alexander Court PETERBOROUGH ON K9J 6B4**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

CRISTINA MONTOYA (461)

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): September 30, October 19 and 22, 2020

An off-site inspection was completed for a log related to admission and discharge.

During the course of the inspection, the inspector(s) spoke with the Director of Care (DOC) and the Central East Local Health Integration Network (LIHN) Placement Coordinator.

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. (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,**
- (a) the ground or grounds on which the licensee is withholding approval; 2007, c. 8, s. 44. (9).**
 - (b) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care; 2007, c. 8, s. 44. (9).**
 - (c) an explanation of how the supporting facts justify the decision to withhold approval; and 2007, c. 8, s. 44. (9).**
 - (d) contact information for the Director. 2007, c. 8, s. 44. (9).**

Findings/Faits saillants :

1. The licensee has failed to ensure that when withholding approval for admission, the written notice provided to applicant #001 included a detailed explanation of the supporting facts, as they related both to the home's and to the applicant's condition and requirements of care; an explanation of how the supporting facts justify the decision to withhold approval; and the contact information for the Director.

A complaint pertained to withholding approval for admission to Extendicare Peterborough for an applicant was submitted to the Director by the Central East Local Health Integration Network (LHIN). The bed refusal letter addressed to the applicant indicated that the home could not accept the admission due to the lack of nursing expertise to meet their care needs.

The LHIN placement coordinator indicated that the bed refusal letter provided insufficient details to support the home's inability to admit the applicant. The DOC acknowledged that the letter did not include a detailed explanation of the supporting facts as required, for withholding an approval for admission for the applicant as well as the contact information for the Director.

Sources: Bed refusal letter for the applicant, interviews with the DOC and the LHIN placement coordinator. [s. 44. (9)]

Issued on this 30th day of October, 2020

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

Original report signed by the inspector.