



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et des Soins  
de longue durée**

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Rapport d'inspection prévue  
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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## **Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Feb 6, 2019	2019_730593_0002	018001-18	Complaint

### **Licensee/Titulaire de permis**

Gem Health Care Group Limited  
470 Raglan Street North RENFREW ON K7V 1P5

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

Groves Park Lodge  
470 Raglan Street North RENFREW ON K7V 1P5

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

GILLIAN CHAMBERLIN (593)

## **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): January 2 - 4, 7 - 10, 2019.**

**One complaint intake was completed during this inspection, log #018001-18 related to a bed refusal.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, Registered Nursing Staff, Personal Support Workers (PSW) and residents.**

**The Inspector observed the provision of care and services to residents, staff to resident interactions, resident to resident interactions, residents' environment, reviewed resident health care records and licensee policies.**

**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**

Legend	Légende
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**



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

LTCHA 2007 stipulates in s. 44 (7) whereby the appropriate placement coordinator gave the Licensee copies of the assessments and information that were required to have been taken into account, under subsection 43 (6), and the Licensee is to review these assessments and information and shall approve the applicants admission to the home unless, as the licensee specifies in their response letter that:

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.

The written notice was provided to the applicant, as a letter by the licensee, dated July 16, 2018. In the letter, the Licensee did not provide detailed explanation of the supporting facts, as they related to the grounds for withholding approval for admission. It was not explained in the letter as to how the home a) lacked the physical facilities necessary to meet the applicant's care requirements or b) how the staff of the home lacked the nursing expertise necessary to meet the applicant's care requirements. The lack of explanation for withholding approval did not provide sufficient justification for the decision to withhold approval (log #018001-18). [s. 44. (9)]

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**Issued on this 6th day of February, 2019**

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

**Original report signed by the inspector.**