



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

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

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

**Rapport d'inspection 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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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
May 31, 2016	2016_416515_0003	029860-15	Complaint

Licensee/Titulaire de permis

S & R NURSING HOMES LTD.
265 NORTH FRONT STREET SUITE 200 SARNIA ON N7T 7X1

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

HERON TERRACE LONG TERM CARE COMMUNITY
11550 McNorton Street WINDSOR ON N8P 1T9

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

RAE MARTIN (515)

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): April 5 - 8, 21, 22, May 5 and 11, 2016.

This off- site complaint inspection is related to authorization for admission to a home.

During the course of the inspection, the inspector(s) spoke with the Administrator and Erie St. Clair Community Care Access Centre Patient Services Manager.

The inspector also reviewed the long-term care home admission application, related correspondence and documentation from inquiries completed by Inspector #171.

Ad-hoc notes were used during this inspection.

During the course of this inspection, Non-Compliances were issued.

1 WN(s)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
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



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 to the home there was a detailed explanation of the supporting facts, as they related to both the home and the applicant's condition and requirements for care, an explanation of how the supporting facts justified the decision to withhold approval and contact information for the Director.

Applicant #001 was residing in the community. A review of the application for long-term care completed by the CCAC indicated the family believed the applicant was not in the right level of care and they were concerned for his/her safety.

A Community Care Access Center (CCAC) Care Coordinator assessed the applicant and determined the applicant was eligible for long-term care placement.

A review of the CCAC health records system identified the licensee received the new referral for admission on an identified date and approval was withheld four days later. In a telephone interview with the Administrator #101, she stated that a letter with an incorrect date was sent to the family of the applicant and served as written notice.

The explanation of the supporting facts, as they relate both to the home and the applicant's condition and requirements for care, were not detailed as required.

The supporting facts, as they relate both to the home and the applicant's condition and requirements for care, were not consistent with the assessment and information provided by the CCAC. They were not detailed in a way to explain the origin of the information and as such could not be verified.

The letter did not give an explanation of how the supporting facts, as they relate both to the home and the applicant's condition and requirements for care on which the licensee is withholding approval as specified in accordance with s.44 (7) of the LTCHA, related to the lack of physical facilities or nursing expertise necessary to meet the applicant's care requirements.

The letter did not provide an explanation to justify the decision to withhold approval

The letter did not provide contact information for the Director.



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Additional Required Actions:

VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that when withholding approval for admission to the home, there is a detailed explanation of the supporting facts, as they related to both the home and the applicant's condition and requirements for care, an explanation of how the supporting facts justified the decision to withhold approval and contact information for the Director, to be implemented voluntarily.

Issued on this 31st day of May, 2016

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

Original report signed by the inspector.