

**Original Public Report**

**Report Issue Date** June 17, 2022  
**Inspection Number** 2022\_1382\_0001  
**Inspection Type**  
 Critical Incident System     Complaint     Follow-Up     Director Order Follow-up  
 Proactive Inspection     SAO Initiated     Post-occupancy  
 Other \_\_\_\_\_

**Licensee**  
S & R Nursing Homes Ltd.

**Long-Term Care Home and City**  
Heron Terrace Long Term Care Community  
Windsor, ON

**Lead Inspector**  
Julie D'Alessandro (739)

**Inspector Digital Signature**

**Additional Inspector(s)**  
Inspector #740895 (Andrea Dickinson) was also present during this inspection

**INSPECTION SUMMARY**

The inspection occurred on the following date(s): June 7-10 and 13-16, 2022

The following intake(s) were inspected:

- Log #000007-22 (CI #2898-000001-22) related to missing controlled substance
- Log #009502-22 (CI #2898-000004-22) related to falls prevention and management
- Log #007141-22 (complaint) related to alleged abuse and neglect
- Log #008734-22 (complaint) and Log # 008779-22 (complaint) related to admission refusal

The following **Inspection Protocols** were used during this inspection:

- Admission, Absences & Discharge
- Falls Prevention and Management
- Infection Prevention and Control (IPAC)
- Medication Management
- Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION ADMISSION

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

Non-compliance with: FLTCA, 2021 s.51(9)

The licensee has failed to ensure that when the licensee withheld approval for admission of an applicant, the licensee gave the applicant and the appropriate placement coordinator a written notice setting out,

- (a) the ground or grounds on which the licensee was withholding approval;
- (b) a detailed explanation of the supporting facts, as they related both to the home and to the applicant's condition and requirements for care;
- (c) an explanation of how the supporting facts justified the decision to withhold approval; and
- (d) contact information for the Director.

#### Rationale and Summary

During a call with a Placement Coordinator, they stated that they made a bed offer to an applicant and it was accepted for admission. Prior to admission, the Placement Coordinator received a call from a Registered Nurse (RN) at the Long-Term Care Home and they spoke about the applicant's medical treatment.

During an interview with the RN, they stated that during a pre-admission call with the applicant they were informed by the applicant of their medical treatment requirement. The RN then stated that they called the Placement Coordinator and informed them that the home had to withhold the application due to the requirements of the medical treatment and also called the applicant to explain the reason why the application was being withheld.

During an interview with the Administrator, they indicated that a decision was made, by the Placement Coordinator to release the applicant's bed. The Administrator also stated that a letter had not been provided to the applicant or Placement Coordinator indicating that the application was being withheld.

Sources: Applicant's updated application assessment, Interview with Placement Coordinator, RN, and Administrator.

[Inspector #739]