



**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 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 # / No de registre	Type of Inspection / Genre d'inspection
Nov 15, 2017	2017_568538_0013	023742-17	Complaint

Licensee/Titulaire de permis

PEOPLECARE Inc.
28 William Street North P.O. Box 460 Tavistock ON N0B 2R0

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

peopleCare Hilltop Manor Cambridge
42 ELLIOTT STREET CAMBRIDGE ON N1R 2J2

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

NANCY JOHNSON (538)

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): August 18, 2017.

This off-site inspection was related to the authorization for admission to the home.

During the course of the inspection, the inspector(s) spoke with two Patient Services Managers, and the Director of Care from the Waterloo Wellington Local Health Integration Network (WWLHIN), and the Director of Care (DOC).

The inspector also reviewed the related correspondence and documentation provided by the WWLHIN.

**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)

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 O.Reg 79/10, s. 162. Approval by licensee



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Specifically failed to comply with the following:

s. 162. (3) Subject to subsections (4) and (5), the licensee shall, within five business days after receiving the request mentioned in clause (1) (b), do one of the following:

- 1. Give the appropriate placement co-ordinator the written notice required under subsection 44 (8) of the Act. O. Reg. 79/10, s. 162 (3).**
- 2. If the licensee is withholding approval for the applicant's admission, give the written notice required under subsection 44 (9) of the Act to the persons mentioned in subsection 44 (10) of the Act. O. Reg. 79/10, s. 162 (3).**

Findings/Faits saillants :



1. The licensee has failed to respond to the appropriate placement co-ordinator the written notice required under subsection 44 (8) of the Act within five business days after receiving request to determine whether to give or withhold approval for the applicant's admission to the home.

This complaint intake was submitted via fax to the Ministry of Health and Long-Term Care (MOHLTC), related to the licensee not responding to the placement co-ordinator within the five business days after receiving an application for admission to the home.

During phone interviews with Patient Services Managers and the Director of Patient Services, from the Waterloo Wellington Local Health Integration Network (WWLHIN), they stated that the home was not meeting their obligation in regards to responding to applications for admission or refusal to the home within five business days.

A review of documentation information provided by the WWLHIN from the Client Health Records Information System (CHRIS) showed that on an identified date, there were 53 applicants in Long-Term Care Home (LTCH) applied status. There were 48 applications with greater than five days in applied status as of a certain date.

During a phone interview with the Director of Care (DOC), they stated that on an identified date, there were 44 (LTCH) applications that had not been reviewed and a response provided to the placement co-ordinator within the five business days as required. The DOC stated that they had met with the Executive Director to put a plan in place to address the applications within the five business days. The DOC stated that they were not responding to the appropriate patient co-ordinator within the five business days as required.

The scope of the issue was widespread. The severity was determined to be a level two with potential for actual harm to the applicant as the applicants were assessed as requiring long term care. There was no history of non-compliance with this legislation. [s. 162. (3) 1.]



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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 by responding to the appropriate placement co-ordinator within five business days after receiving the request to determine whether to give or withhold approval for the applicant's admission to the home, to be implemented voluntarily.

Issued on this 15th day of November, 2017

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

Original report signed by the inspector.