



**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
Jun 20, 2016	2016_341583_0011	012268-16	Complaint

Licensee/Titulaire de permis

NIAGARA INA GRAFTON GAGE HOME OF THE UNITED CHURCH
413 Linwell Road St. Catharines ON L2M 7Y2

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

INA GRAFTON-GAGE HOME
413 Linwell Road St Catharines ON L2M 7Y2

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

KELLY HAYES (583)

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): June 15, 2016.

Complaint Inspection #012268-16, related to admission of residents.

During the course of the inspection, the inspector(s) spoke with Director of Care (DOC)

**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	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. 44. Authorization for admission to a home

Specifically failed to comply with the following:

s. 44. (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 43 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

(a) the home lacks the physical facilities necessary to meet the applicant's care requirements; 2007, c. 8, s. 44. (7).

(b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or 2007, c. 8, s. 44. (7).

(c) circumstances exist which are provided for in the regulations as being a ground for withholding approval. 2007, c. 8, s. 44. (7).

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 failed to review the assessments and information and approve the applicants admission to the home without demonstrating the home lacked the physical facilities or nursing expertise necessary to meet the applicant's care requirements or without showing that circumstances existed which were provided for in the regulations that were grounds for withholding approval.

A review of the written notice dated March, 2016, to applicant #100, identified the licensee withheld approval for their admission. The explanation stated "Behavioural Needs: Not able to meet your needs". In an interview with the Director of Care (DOC) on June 15, 2016, it was confirmed the applicant had no behavioural patterns and that this was an error in documentation. It was shared that the applicant's admission was not approved because the home lacked the nursing expertise necessary to meet the care requirements related to the applicant's medical needs. It was shared the home did not know what specific nursing expertise were required to care for the applicant's medical needs. The DOC confirmed the home did determine the level of expertise that was necessary to meet the applicant's care requirement when they reviewed the applicants assessments and information. [s. 44. (7) (b)]

2. When the licensee withheld approval for admission, the licensee failed to provide a detailed explanation of the supporting facts, as they related to both the home and to the applicants condition and requirements for care or provide an explanation of how the supporting facts justified the decision to withhold approval.

A review of the written notice dated March, 2016, to applicant #100, identified the licensee withheld approval for their admission. The explanation stated "Behavioural Needs: Not able to meet your needs". A review of applicant #100's assessment package identified that the applicant did not have any behavioral needs. In an interview with the DOC on June 15, 2016, it was confirmed the applicant had no behavioural patterns. The DOC confirmed that the written notice sent to applicant #100 that withheld their approval for admission did not include a detailed explanation of the supporting facts, as they related both to the home and to the applicant's condition and requirements for care or an explanation of how the supporting facts justified the decision to withhold approval. [s. 44. (9)]



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Issued on this 20th day of June, 2016

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

Original report signed by the inspector.