

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Toronto District

5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Original Public Report

Report Issue Date: January 11, 2024	
Inspection Number: 2023-1160-0005	
Inspection Type: Complaint Critical Incident	
Licensee: Revera Long Term Care Inc.	
Long Term Care Home and City: Kennedy Lodge, Scarborough	
Lead Inspector Manish Patel (740841)	Inspector Digital Signature
Additional Inspector(s) Kirthiga Ravindran (000760)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 2 - 5, 8 and 9, 2024

The following intake(s) were inspected:

- Intake: #00097347 with CI #2654-000012-23, Intake: #00103571 with CI #2654-000022-23 and Intake: #00104117 with CI #2654-000023-23 - were related to fall of residents resulting in injury.
- Intake: #00102157 with CI #2654-000019-23 was related to abuse from staff to the resident.
- Intake: #00102183 was related to complainant about unknown injuries and lack of follow-up.

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Dealing With Complaints

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

Non-compliance with: O. Reg. 246/22, s. 108 (1) 3. i.

Dealing with complaints

s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

3. The response provided to a person who made a complaint shall include,
i. the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010,

The licensee has failed to ensure that the written response provided to a person who made a complaint to the licensee, concerning the care of a resident, included the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010.

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Rationale and Summary

A written complaint regarding care of a resident was received by the licensee. The complaint was responded to in writing.

Review of response letter revealed that the letter did not have the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010.

The Executive Director (ED) and Director of Care (DOC) acknowledged that the response letters did not include the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010.

Sources

Review of the response letter. Interview with ED and DOC.

[740841]