

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: May 8, 2024	
Inspection Number: 2024-1594-0003	
Inspection Type: Complaint	
Licensee: City of Toronto	
Long Term Care Home and City: Lakeshore Lodge, Etobicoke	
Lead Inspector Slavica Vucko (210)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred on the following date(s): May 7, 2024 (on-site), and May 8, 2024 (off-site).

The following intake(s) were inspected:

- Intake: #00114896 - complaint related to admission refusal.

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

Admission, Absences and Discharge

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Written notice if licensee withholds approval

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

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

Authorization for admission to a home

s. 51 (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,

(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;

The licensee has failed to provide a detailed explanation of the supporting facts, as they relate to the home and to the applicant's condition and requirements for care, when they withheld approval for admission.

Rationale and Summary

The Local Health Integration Network (LHIN) submitted an application for an applicant to be admitted to the home. The home declined the application indicating a specific applicant condition, and that the home did not have the nursing/staffing expertise or resources to manage their care needs as they relate to their condition.

The assessment form that the home received from the LHIN did not include any details indicating the applicant had a history of the specific condition.

Interview with the members of the home's admission committee indicated that the home did not request further assessments from the LHIN's coordinator about the applicant's specific condition prior to declining the application and that the refusal letter did not include a detailed explanation of the supporting facts, as they relate

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both to the home and to the applicant's condition and requirements for care.

Failure to ensure a detailed explanation of the supporting facts in the response letter compromised their ability to participate in the long-term care placement process.

Sources: response letter from the home, LHIN application form, interview with the applicant and the home's staff.

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