

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

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137
hamiltondistrict.mlrc@ontario.ca

Original Public Report

Report Issue Date: February 9, 2023	
Inspection Number: 2023-1567-0002	
Inspection Type: Complaint	
Licensee: The Regional Municipality of Niagara	
Long Term Care Home and City: Linhaven, St Catherines	
Lead Inspector Emma Volpatti (740883)	Inspector Digital Signature
Additional Inspector(s) Karlee Zwierschke (740732)	

INSPECTION SUMMARY

<p>The Inspection occurred on the following date(s): January 26-27, 30-31, February 2-3, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake #00001102: Complaint related to a refusal of admission • Intake #00001239: Complaint related to a refusal of admission • Intake #00001355: Complaint related to a refusal of admission • Intake #00002305: Complaint related to the prevention of abuse and neglect • Intake #00018490: Complaint related to maintenance services, medication management and staffing.
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The following **Inspection Protocols** were used during this inspection:

- Admission, Absences and Discharge
- Infection Prevention and Control
- Housekeeping, Laundry and Maintenance Services

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Medication Management
Staffing, Training and Care Standards
Skin and Wound Prevention and Management
Prevention of Abuse and Neglect

INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

O.Reg. 246/22, s. 102 (2) (b)

The licensee failed to ensure that the IPAC Standard for Long-Term Care Homes, dated April 2022, was implemented.

Rationale and Summary

The IPAC Standard for Long-Term Care Homes, indicated under section 6.1 that the licensee shall make personal protective equipment available and accessible to staff and residents, appropriate to their role and level of risk.

Long Term Care Home (LTCH) inspector #740883 observed two resident rooms under additional precautions. The personal protective equipment (PPE) storage caddy was hanging on the door for each room and was missing gowns. A Personal Support Worker (PSW) acknowledged that both of the rooms were missing gowns and proceeded to re-fill them.

On a day in January 2023, gowns were observed to be available in the PPE storage caddy on the door of the two resident rooms.

There was minimal risk to the residents when gowns were not accessible to the staff.

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Sources: interview with a PSW, observations, IPAC Standard for Long-Term Care Homes (April 2022).

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Date Remedy Implemented: January 31, 2023

WRITTEN NOTIFICATION: Licensee Consideration and Approval

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 51 (7) (b)

The licensee failed to ensure that they approved an applicant's admission to Linhaven unless the staff of the home lacked the nursing expertise necessary to meet the applicant's care requirements.

A) On an identified date in 2022, the Ministry of Long Term Care (MLTC) received a complaint related to an applicant's refusal for admission to Linhaven. A letter was written by Linhaven and sent to the applicant stating they were refusing the applicant's admission due to lack of nursing expertise surrounding concerns with the applicant's ability to smoke safely.

Review of the applicant's smoking assessment completed by the Home and Community Care Support Services - Hamilton Niagara Haldimand Brant (HCCSS-HNHB) indicated that the applicant was willing to engage in a smoking cessation program if they were unable to safely smoke in a Long-Term Care facility.

The Director of Resident Care (DRC) acknowledged that this was not an acceptable reason for refusing the applicant's admission to Linhaven.

By the home not accepting the applicant's admission to the home, it posed a risk of the applicant not receiving the required care and supports they needed.

Sources: HCCSS-HNHB smoking assessment, applicant's refusal letter, interview with the DRC.

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B) On an identified date in 2022, the MLTC received a complaint related to an applicant's refusal for admission to Linhaven.

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A letter was written by Linhaven and sent to the applicant stating they were refusing the applicant's admission due to lack of nursing expertise surrounding concerns with the applicant's smoking capabilities.

Review of the applicant's smoking assessment completed by the HCCSS-HNHB indicated that the applicant was willing to engage in a smoking cessation program if they were unable to safely smoke in a LTC facility.

The DRC acknowledged that this was not an acceptable reason for refusing the applicant's admission to Linhaven.

By the home not accepting the applicant's admission to the home, it posed a risk of the applicant not receiving the required care and supports they needed.

Sources: HCCSS-HNHB smoking assessment, applicant's refusal letter, interview with the DRC.

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WRITTEN NOTIFICATION: Accommodation Services

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O.Reg. 246/22, s. 96 (2) (k)

Non-compliance with: O. Reg. 246/22, s. 96 (2) (k)

The licensee failed to ensure that the water temperature was monitored once per shift in random locations where residents have access to hot water.

Rationale and Summary

A complaint regarding water temperatures resulted in a review of water temperature records that showed missing documentation over the last year. The Water Temperature Policy indicated that staff were to take and record the hot water temperature on each home area from randomly selected locations during every shift. Water temperature records showed missing records over the past year. DRC and Administrator confirmed that there were gaps in this process and staff have not been routinely monitoring the hot water temperatures.



**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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Sources: interview with DRC and Administrator, Water Temperature Policy, water temperature records

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