



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

Health System Accountability and
Performance Division
Performance Improvement and
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Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
performance et de la conformité

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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 24, 2013	2013_216144_0038	L-000253-13	Complaint

Licensee/Titulaire de permis

ST. JOSEPH'S HEALTH CARE, LONDON
268 Grosvenor Street, P.O. Box 5777, LONDON, ON, N6A-4V2

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

ST. JOSEPH'S HEALTH CARE, LONDON - MOUNT HOPE CENTRE FOR LONG
TERM CARE - ST. MARY'S
21 GROSVENOR STREET, P.O. BOX 5777, LONDON, ON, N6A-1Y6

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

CAROLEE MILLINER (144)

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): May 16, 2013

During the course of the inspection, the inspector(s) spoke with the Power of Attorney for three residents, the Director of Nursing, Administrative Assistant, Customer Service Representative, one Registered Nurse and two Registered Practical Nurses.

During the course of the inspection, the inspector(s) reviewed four resident financial and health records, the Mount Hope Centre for Long-Term Care Brochure, the home's Internal Transfer Request Form and Checklist Form.

The following Inspection Protocols were used during this inspection:
Admission Process

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

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.O. 2007, c.8, s. 44. Authorization for admission to a home

Specifically failed to comply with the following:

s. 44. (1) A person who has been determined to be eligible for long-term care home admission may apply to a placement co-ordinator for an authorization of admission, by the appropriate placement co-ordinator, to such long-term care home or homes as the person selects. 2007, c. 8, s. 44. (1).

Findings/Faits saillants :



1. The licensee did not ensure that a person who has been determined eligible for long-term care home admission, may apply to such long-term care home or homes as the person selects as evidence^{4d} by:

- An interview with home personnel confirmed that all resident admissions are admitted through Marian Villa and are required to complete an internal transfer request form for transfer to Mount Hope. The practice is bypassed if Marian Villa is in outbreak or the new admission has exceptional needs that cannot be met at Marian Villa.
- A review of the home's Internal Transfer Request Forms and Checklist Form confirmed admissions to Marian Villa completed transfer requests to Mount Hope on the date of admission. Power of Attorney's for residents confirmed their preference for their loved one to be admitted to Mount Hope. Each was advised all admissions are made through Marian Villa. The Power of Attorney's completed the transfer request form on the date of the residents admission to Marian Villa.
- The resident transfers from Marian Villa to Mount Hope occurred between five and twenty months after admission. [s. 44. (1)]

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 related to a person who has been determined to be eligible for long-term home admission may apply to such long-term care home or homes as the person selects, to be implemented voluntarily.



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Issued on this 24th day of June, 2013

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

CAROLEE MILLINER