

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Rapport d'inspection prévue
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**

Ottawa Service Area Office
347 Preston St Suite 420
OTTAWA ON K1S 3J4
Telephone: (613) 569-5602
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa
347 rue Preston bureau 420
OTTAWA ON K1S 3J4
Téléphone: (613) 569-5602
Télécopieur: (613) 569-9670

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jul 18, 2019	2019_618211_0015	005522-19, 010422-19	Complaint

Licensee/Titulaire de permis

The Perley and Rideau Veterans' Health Centre
1750 Russell Road OTTAWA ON K1G 5Z6

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

The Perley and Rideau Veterans' Health Centre
1750 Russell Road OTTAWA ON K1G 5Z6

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

JOELLE TAILLEFER (211)

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): July 10 and 11, 2019.

This complaint inspection was conducted in relation to the licensee withholding approval of applicants #007 and #008's admission to the Long-Term Care home.

During the course of the inspection, the inspector(s) spoke with the Director of Nursing (DOC), Admission Coordinator, Personal Support Worker Supervisors, a Personal Support Worker, Champlain Local Health Integration Network (LHIN) Care Coordinator, Champlain LHIN Director Home and Community Care and the Social Worker from Continuing Care at Saint-Vincent Hospital-Bruyere.

In addition to these interviews, Inspector #211 observed a resident's mechanical lift, reviewed the documentation provided by the Champlain Local Health Integration Network (LHIN) to the licensee for applicants #007 and #008, reviewed the letter for withholding approval of the applicants that was provided to the LHIN and applicants and reviewed the Mechanical Lift Instructions.

**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)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

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. (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 take into account the assessments and information under subsection 43 (6), and approve an applicant's admission to the home unless:

a) the home lacked the physical facilities necessary to meet the applicant's care requirements;

b) the staff of the home lack the nursing expertise necessary to meet the applicants care requirements; or

c) circumstances exist which were provided for in the regulations as being a ground for withholding approval.

On an identified date, the Ministry of Long-Term Care Infoline received a complaint indicating that applicant #007 's initial admission application for an identified month was refused from the licensee based on the fact that the applicant used a vapour medication

for pain management.

On an identified date, a letter of refusal to accept the admission of resident #007 was sent from the licensee to the Champlain LHIN stating the licensee was unable to safely meet the applicant's care needs. Specifically, they have a non-smoking policy regarding the specific medication for vaping/smoking in their facility. However, if the client is prescribed another specified medication, they will reconsider reviewing the applicant's file at that time for acceptance onto their waitlist.

A review of the resident's application under the Health Assessment-LHIN information on an identified date, indicated that the resident was using a specific medication every two to three days, three times a day for an identified health condition.

In an interview with the Admission Coordinator on an identified date, they stated that the applicant's admission application was refused because at the time they didn't have a policy related to this specific smoking product. The Admission Coordinator stated since the Policy for this product was established in the home on an identified date, the licensee is presently accepting residents' admission who smoke that identified product.

As such, when the applicant #007's assessment and information's application indicated that the use of the specific vaping product was for medical purpose, the licensee has failed to demonstrate that the home lacked the physical facilities or the nursing expertise necessary to meet the applicant's care requirements. [s. 44. (7)]

2. The licensee has failed to ensure that when withholding approval for admission, the licensee shall give the persons described in subsection (10) a written notice setting out, a) the ground or grounds on which the licensee is withholding approval; b) a detailed explanation of the supporting facts, as they related both to the home and the applicant's condition and requirements for care; c) an explanation of how the supporting facts justify the decision to withhold approval.

On an identified date, the licensee sent a letter of refusal to accept the admission of resident #008 to the Champlain LHIN stating that the licensee needed to withdraw the approval of their application as they lack the physical facilities necessary for care. Specifically, their equipment has an identified weight restriction and another identified equipment can only accommodate a specific weighting capacity.

On an identified date, the licensee sent a letter of refusal to accept the admission to the

applicant's #008 stating that the licensee needed to withdraw the approval of the application as they were unable to safely meet their care needs.

A written notice was provided to applicant #008. In this letter, the licensee did not provide detailed explanation of the supporting facts associated with the lack of physical facilities to meet the applicant #008's care requirement. Moreover, a written notice was provided to the Champlain LHIN. In this letter, the licensee did not record adequate information related to an identified equipment and their concerns related to the applicant #008's care requirement. [s. 44. (9)]

3. On an identified date, the licensee sent a letter of refusal to accept the admission of resident #007 to the Champlain LHIN stating that the licensee was unable to safely meet the applicant's care needs. Specifically, they have a non-smoking policy regarding the specific product in their facility. However, if the client is prescribed another medication, they will reconsider reviewing the applicant's file at that time for acceptance onto their waiting list.

In an interview with the Admission Coordinator on an identified date, stated that applicant #007 was refused admission to the home because the licensee didn't have a policy related to smoking the identified product until an identified date.

A written notice was provided to applicant #007. In this letter, the licensee did not provide detailed explanation of the supporting facts associated with the lack of physical facilities to meet the applicant's care needs. Furthermore, a written notice was provided to the Champlain LHIN. In this letter, the licensee did not provide detailed and accurate explanation of the supporting facts associated with the lack of physical facilities to meet the applicant #007's care requirement. [s. 44. (9)]

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 to ensure when the appropriate placement co-ordinator give the licensee copies of the assessment and information that were required to have been taken into account, under 43 (6), 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, and***
- to ensure when the licensee who 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;***
- (b) A detailed explanation of the supporting facts, as they related both to the home and the applicant's condition and requirements for care;***
- (c) An explanation of how the supporting facts justify the decision to withhold approval; and***
- (d) Contact information for the Director., to be implemented voluntarily.***

Issued on this 18th day of July, 2019

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

Original report signed by the inspector.