



**Ministry of Long-Term
Care**

**Ministère des Soins de longue
durée**

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

**Rapport d'inspection en vertu
de la Loi de 2007 sur les
foyers de soins de longue
durée**

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

**Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**

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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
Oct 15, 2021	2021_831211_0018	010983-21	Complaint

Licensee/Titulaire de permis

United Counties of Prescott and Russell
59 Court Street Box 304 L'original ON K0B 1K0

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

Residence Prescott et Russell
1020 Cartier Boulevard Hawkesbury ON K6A 1W7

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): September 13, 14, 2021 (onsite) and October 6, 2021 (offsite)

The following complaint Log # 010983-21 was inspected related to an applicant's admission to the home.

During the course of the inspection, the inspector(s) spoke with the Director of Care (DOC).

During the course of the inspection, Inspector #211 reviewed the licensee's letter sent to the Champlain LHIN (CCAC) and to the applicant's Substitute Decision Maker, the Health Assessment Long-Term Care Homes Act, 2007, Champlain LHIN Behavioral Assessment Tool, the InterRAI Home Care (HC) Assessment Form.

**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

Legend	Legendé
<p>WN - Written Notification VPC - Voluntary Plan of Correction DR - Director Referral CO - Compliance Order WAO - Work and Activity Order AMP - Administrative Monetary Penalty</p>	<p>WN - Avis écrit VPC - Plan de redressement volontaire DR - Aiguillage au directeur CO - Ordre de conformité WAO - Ordres : travaux et activités AMP - Administrative Monetary Penalty</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>AMP (s) may be issued under section 156.1 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> <p>AMP (s) may be issued under section 156.1 of the LTCHA</p>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 162. Approval by licensee

Findings/Faits saillants :

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1. The licensee has failed to ensure making a request in writing to the appropriate placement coordinator for additional information that in the placement co-ordinator's opinion is relevant to the licensee's determination of whether to give or withhold approval for the applicant's admission to the home.

On a day in 2021, the licensee sent a letter to Champlain Home and Community Care Support Services (HCCSS) and to the applicant's substitute decision maker (SDM) indicating that the application for admission at Residence Prescott-Russell Long-Term Care had been refused. The letter indicated that the staff of the home lacked the nursing expertise necessary to meet the applicant's care requirement related to the resident's responsive behaviors.

The DOC stated that the resident's application for admission to the home was refused because of the following reasons:

There were discrepancies between the information related to the applicant's medical diagnosis, the allergies and the applicant's responsive behaviors to determine whether to give or withhold approval for the applicant's admission to the home, received from:

- the Health Assessment Long-Term Care Homes Act, 2007,
- Champlain HCCSS Behavioral Assessment Tool, and
- the InterRAI Home Care (HC) Assessment forms.

The DOC validated that further additional information was not requested in writing to the appropriate placement co-ordinator to clarify these above discrepancies.

As such, the applicant's admission approval to the home was withdrawn by the licensee without requesting additional information in writing to the appropriate placement co-ordinator to clarify discrepancy of information related to the resident's health care records.

Sources: Review the letter of application refusal for a resident, the Health Assessment Long-Term Care Homes Act, 2007, Champlain HCCSS Behavioral Assessment Tool, and the InterRAI Home Care (HC) Assessment Form, Summary from the Care Coordinator and interview with the DOC. [s. 162.]

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 that the licensee makes a request in writing to the appropriate placement co-ordinator for additional information that in the placement co-ordinator's opinion is relevant to the licensee's determination of whether to give or withhold approval for the applicant's admission to the home,, to be implemented voluntarily.

Issued on this 18th day of October, 2021

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

Original report signed by the inspector.