



**Ministry of Health and
Long-Term Care**

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

**Ministère de la Santé et des
Soins de longue durée**

**Rapport d'inspection 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**

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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 10, 2017	2017_568538_0008	016948-17	Complaint

Licensee/Titulaire de permis

SAINT LUKE'S PLACE
1624 Franklin Blvd. CAMBRIDGE ON N3C 3P4

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

SAINT LUKE'S PLACE
1624 FRANKLIN BOULEVARD CAMBRIDGE ON N3C 3P4

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

NANCY JOHNSON (538)

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): August 16, 2017.

This off-site inspection was related to the authorization for admission to the home.

During the course of the inspection, the inspector(s) spoke with two Patient Services Managers, and the Director of Patient Services from the Waterloo Wellington Local Health Integration Network (WWLHIN), the Director of Care (DOC), and the Assistant Director of Care (ADOC).

The Inspector also reviewed the related correspondence and documentation



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provided by the WWLHIN.

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)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend

WN - Written Notification
VPC - Voluntary Plan of Correction
DR - Director Referral
CO - Compliance Order
WAO - Work and Activity Order

Legendé

WN - Avis écrit
VPC - Plan de redressement volontaire
DR - Aiguillage au directeur
CO - Ordre de conformité
WAO - Ordres : travaux et activités

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 O.Reg 79/10, s. 162. Approval by licensee

Specifically failed to comply with the following:

s. 162. (3) Subject to subsections (4) and (5), the licensee shall, within five business days after receiving the request mentioned in clause (1) (b), do one of the following:

- 1. Give the appropriate placement co-ordinator the written notice required under subsection 44 (8) of the Act. O. Reg. 79/10, s. 162 (3).**
- 2. If the licensee is withholding approval for the applicant's admission, give the written notice required under subsection 44 (9) of the Act to the persons mentioned in subsection 44 (10) of the Act. O. Reg. 79/10, s. 162 (3).**

Findings/Faits saillants

The licensee has failed to give the appropriate placement co-ordinator the written notice required under subsection 44 (8) of the Act within five business days after receiving the request to determine whether to give or withhold approval for the applicant's admission to the home.

This complaint was submitted to the Ministry of Health and Long-Term Care (MOHLTC), related to the licensee not responding to the appropriate placement co-ordinator within the five business days after receiving an application for admission to the home.

During phone interviews with the Patient Services Managers and the Director of Patient Services, from the Waterloo Wellington Local Health Integration Network (WWLHIN), they stated that the home was not meeting their obligation in regards to responding to applications for admission or refusal to the home within five business days.

A review of documentation information provided by the WWLHIN from the Client Health Records Information System (CHRIS) showed that on an identified date, there were six applicants in LTCH applied status. There were two applications with greater than five days in applied status as of a certain date.

During a phone interview with the Director of Care (DOC), they stated that on an



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identified date, there was one Long Term Care Home (LTCH) application that had not been reviewed and a response provided to the appropriate placement co-ordinator within the five business days as required. The DOC stated they do not always have the time to review the applications within the five business days.

In an interview the Associate Director of Care (ADOC) stated that they were not aware if any applications were over the five business days.

The scope of the issue was isolated. The severity was determined to be a level two with potential for actual harm to the applicant as the applicant was assessed as requiring long term care. There was no history of non-compliance with this legislation.
[s. 162. (3) 1.]



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Issued on this 31st day of October, 2017

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

Original report signed by the inspector.