

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

**North District**  
159 Cedar St, Suite 403  
Sudbury, ON, P3E 6A5  
Telephone: (800) 663-6965

## Original Public Report

<b>Report Issue Date:</b> November 2, 2023	
<b>Inspection Number:</b> 2023-1522-0004	
<b>Inspection Type:</b> Complaint	
<b>Licensee:</b> Anson General Hospital	
<b>Long Term Care Home and City:</b> South Centennial Manor, Iroquois Falls	
<b>Lead Inspector</b> Shannon Russell (692)	<b>Inspector Digital Signature</b>

## INSPECTION SUMMARY

The inspection occurred offsite on the following date(s): October 6, 10, 11, 13, 16-19, 2023

The following intake was inspected:

- Intake: related to a complaint for concerns regarding the bed refusal for admission of an applicant.

The following **Inspection Protocols** were used during this inspection:

Admission, Absences and Discharge

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Authorization for admission to a home

**NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.**

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

The licensee has failed to approve an applicant's admission to the home unless: the home lacked the physical facilities necessary to meet the applicant's care requirements; the staff of the home lacked the nursing expertise necessary to meet the applicant's care requirements; or circumstances existed which were provided for in the regulations as being grounds for withholding approval.

### Rationale and Summary

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An applicant had been approved to the Long-Term Care Homes (LTCHs) waitlist for admission, and then after the LTCH reviewed updated documents provided by Home and Community Care Support Services North East (HCCSSNE), the LTCH withdrew their approval for admission. The applicant reapplied to the LTCH, which the LTCH rejected the applicant to their waitlist. The rationale for the applicant's refusal for admission to the home indicated that the home lacked the physical facilities, and the staff lacked the nursing expertise necessary to meet the applicant's specific care requirements.

The applicant's application and assessments indicated the applicant's care needs could be met at the LTCH. There were identified interventions in place to manage their care needs and preferences, as well there were supports available to the LTCH, to assist with the transition.

The Executive Lead Director of Care (DOC) and the DOC for the LTCH, identified that their registered staff were trained on the specific care requirements, and the LTCH was purchasing the appropriate equipment. However, they felt the applicant's complex care needs required a significant amount of the registered staff time, which they felt would not be sustainable.

There was moderate impact and moderate risk to the applicant for the LTCH withholding their approval for admission, as the applicant had been awaiting LTC placement for an extended period.

Sources: An applicant's application for admission to LTC, including assessments, and communication logs; the licensee policy, the LTCH applicable policies; and interviews with HCCSSNE Placement Coordinator, the Executive Lead DOC and the DOC. [#692]

## **WRITTEN NOTIFICATION: Authorization for admission to a home**

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

Non-compliance with: FLTCA, 2021, s. 51 (9)

The licensee has failed to ensure they provided written notice to an applicant and the appropriate placement coordinator, when they had withheld their approval for admission, which included the grounds, a detailed explanation of the supporting facts and how the supporting facts justify the decision to withhold approval, and the contact information for the Director of LTC,

### **Rationale and Summary**

An applicant had been previously approved to the LTCH waitlist, and subsequently removed from the waitlist when there had been a bed available. The applicant had reapplied to the LTCH, and the LTCH rejected the applicant to their waitlist; however, they had not provided written notice to the applicant or the placement coordinator.

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The refusal letter had not been located when the applicant's application, assessments and documentation were reviewed.

The Executive Lead DOC and the DOC for the LTCH, identified that they had not completed a written refusal letter, which explained the rationale for the rejection of the applicant. They indicated that they had verbally told the placement coordinator when they spoke to them during a meeting.

There was low impact and risk to the applicant for the LTCH not providing written notice of the rationale to withholding their approval for admission.

**Sources:** An applicant's application for admission to LTC, including assessments, and communication logs; and interviews with HCCSSNE Placement Coordinator, the Executive Lead DOC and the DOC. [#692]