



**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**

**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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**Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
May 31, 2016	2016_416515_0002	007851-15	Complaint

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**Licensee/Titulaire de permis**

THE CORPORATION OF THE COUNTY OF ESSEX  
360 Fairview Ave West ESSEX ON N8M 1Y6

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

SUN PARLOR HOME FOR SENIOR CITIZENS  
175 TALBOT STREET EAST LEAMINGTON ON N8H 1L9

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

RAE MARTIN (515)

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**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): April 5,6,7,8,11,12 and 21, 2016.**

**This off-site complaint inspection was related to authorization for admission to a home.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Manager of Resident Services and Clinical Practice and Erie St. Clair Community Care Access Centre Patient Services Manager.**

**The inspector also reviewed the long-term care home admission application, related correspondence and documentation from inquiries completed by Inspector #171.**

**Ad-hoc notes were used during this inspection.**

**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
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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. (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).**

**s. 44. (10) The persons referred to in subsection (9) are the following:**

- 1. The applicant. 2007, c. 8, s. 44. (10).**
- 2. The Director. 2007, c. 8, s. 44. (10).**
- 3. The appropriate placement co-ordinator. 2007, c. 8, s. 44. (10).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that when withholding approval for admission to the home, there was a written notice setting out the grounds on which the licensee was withholding approval, a detailed explanation of the supporting facts, as they related to both the home and the applicant's condition and requirements for care and an explanation of how the supporting facts justified the decision to withhold approval.

Applicant #001 was residing in the community. A review of the application for long-term care completed by the CCAC indicated the family believed the applicant was not in the right level of care and they were concerned for his/her safety.

A Community Care Access Center (CCAC) Care Coordinator assessed the applicant and determined the applicant was eligible for long-term care placement.

The CCAC Patient Services Manager confirmed with Inspector #171 that the CCAC was notified of the licensee refusing the application on an identified date and a letter was sent to the applicant. A review of Ministry of Health and Long-Term Care records showed there was no notification provided to the Director. At the request of Inspector #171, the letter was faxed to the London Service Area Office by Sun Parlor Home's Manager of Resident Services and Clinical Practice.



The letter did not include the grounds on which the licensee was withholding approval as specified in accordance with s.44(7) of the LTCHA that either the home lacks the physical facilities necessary to meet the applicant's care requirements or the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements.

The explanation of the supporting facts, as they relate both to the home and the applicant's condition and requirements for care, were not detailed as required.

The supporting facts, as they relate both to the home and the applicant's condition and requirements for care, were not consistent with the assessment and information provided by the CCAC. They were not detailed in a way to explain the origin of the information, and as such could not be verified.

The letter did not provide an explanation to justify the decision to withhold approval.

2. The licensee has failed to ensure that when withholding approval of an application, the Director was given written notice.

A review of documentation from the CCAC revealed that an application was sent to the licensee by the CCAC for Applicant #001 on an identified date.

In a telephone interview with Inspector #171, the Manager of Resident Services and Clinical Practice for Sun Parlor Home, confirmed the licensee had withheld approval of the application and had sent a written notice to the applicant and the CCAC.

A review of Ministry of Health and Long-Term Care records identified there was no notification provided to the Director. The Manager of Resident Services and Clinical Practice confirmed that a written notification was not sent to the Director.



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***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 when withholding approval for admission to the home, there is a written notice setting out the grounds on which the licensee is withholding approval, a detailed explanation of the supporting facts, as they related to both the home and the applicant's condition and requirements for care, an explanation of how the supporting facts justified the decision to withhold approval and written notice is given to the Director, to be implemented voluntarily.***

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Issued on this 31st day of May, 2016

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

**Original report signed by the inspector.**