



**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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| Report Date(s) / Date(s) du rapport | Inspection No / No de l'inspection | Log # / No de registre | Type of Inspection / Genre d'inspection |
|--|---|-----------------------------------|--|
| Dec 18, 2017 | 2017_569508_0014 | 028963-17 | Complaint |

Licensee/Titulaire de permis

CITY OF HAMILTON
77 James Street North Suite 400 HAMILTON ON L8R 2K3

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

WENTWORTH LODGE
41 SOUTH STREET WEST DUNDAS ON L9H 4C4

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

ROSEANNE WESTERN (508)

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): December 13, 2017.

PLEASE NOTE: This complaint was inspected as an off-site inspection.

During the course of the inspection, the inspector(s) spoke with the Community Care Access Centre (CCAC) Case Manager and the Director of Care (DOC).

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. 44. Authorization for admission to a home**Findings/Faits saillants :**

1. The licensee failed to ensure that an application for admission was approved unless, (a) the home lacked the physical facilities necessary to meet the applicant's care requirements; (b) the staff of the home lacked the nursing expertise necessary to meet the applicant's care requirements; or (c) circumstances existed which were provided for in the regulations as being a ground for withholding approval.

In November, 2017, the home provided a written letter to an applicant that indicated that their acceptance for admission had been declined after review of the resident's behavioural and medical information.

The letter indicated that the applicant's responsive behaviours would pose a significant risk to co-residents and staff. The applicant's triggers for their responsive behaviours were not ones that could be eliminated in their environment as the home had limited resources. The letter also stated that the home did not have the expertise or resources to adequately or safely provide the level of care that the applicant required.

During an inspection conducted on December 13, 2017, the Director of Care (DOC) confirmed that the home had denied the applicant admission to their home based on the applicant's responsive behaviours stating that the home's staffing levels could not meet the applicant's needs.

It was confirmed through review of documentation and during interview with the DOC that the reason for this refusal did not meet the grounds for withholding approval as specified in the legislation.

PLEASE NOTE: This area of non-compliance was identified during an off-site complaint inspection, log #028963-17. [s. 44. (7) (b)]



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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 an application for admission is approved unless, (a) the home lacks 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 applicant's care requirements; or (c) circumstances exist which are provided for in the regulations as being a ground for withholding approval, to be implemented voluntarily.

Issued on this 3rd day of January, 2018

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

Original report signed by the inspector.