



**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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Public Copy/Copie du public

| Report Date(s) / Date(s) du rapport | Inspection No / No de l'inspection | Log # / Registre no | Type of Inspection / Genre d'inspection |
|--|---|--------------------------------|--|
| Mar 29, 2017 | 2017_645558_0001 | 026396-16 | Complaint |

Licensee/Titulaire de permis

WEST PARK HEALTHCARE CENTRE
82 BUTTONWOOD AVENUE TORONTO ON M6M 2J5

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

WEST PARK LONG TERM CARE CENTRE
82 BUTTONWOOD AVENUE TORONTO ON M6M 2J5

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

BARBARA PARISOTTO (558)

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): March 6, 8, 16, 24, 2017.

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

During the course of the inspection, the inspector reviewed the applicant's long-term care home application and rejection letter.

**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 | 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. (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 43 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

(a) the home lacks the physical facilities necessary to meet the applicant's care requirements; 2007, c. 8, s. 44. (7).

(b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or 2007, c. 8, s. 44. (7).

(c) circumstances exist which are provided for in the regulations as being a ground for withholding approval. 2007, c. 8, s. 44. (7).

Findings/Faits saillants :

1. The licensee has failed to ensure that an applicant's admission to the home was approved after a review of the assessments and information provided by the placement co-ordinator.

A complaint letter was received by the Director in August 2016, related to the rejection of #001's application for admission to the home.

A review of the rejection letter from West Park Healthcare Centre Long-Term Care stated the reason for rejection was that the applicant's responsive behaviours exceeded the home's staffing/resource capabilities and expertise. The letter goes on to suggest these behaviours pose safety risks to other residents and staff and would trigger responsive behaviors in co-residents.

A review of the placement co-ordinator's application dated June 2016, revealed the applicant had demonstrated responsive behaviour towards staff.

An interview with staff #100 and #101 revealed based on the aforementioned behaviours, they believed that the applicant's behaviors posed a risk to other residents and staff. They indicated the applicant would not be at ease living with others in the home's communal setting. The home had concerns with this applicant having the freedom to go out and obtain items that might present a safety risk. The staff would have to be in pairs when providing care and this was beyond the home's capability. They suggested to be alone with this applicant would pose a risk for anyone who might share a room or common area.

Staff #100 and #101 further indicated the home does have a responsive behaviour program in place, with trained PSWs in Montessori, Gentle Persuasive Approach and responsive behaviours as well as external resources through Behavioural Support Ontario. When asked how this program would not meet the needs of the applicant the response was there was not enough staff and that this applicant's needs somehow exceeds the needs of other residents in the home. [s. 44. (7) (b)]



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Issued on this 3rd day of April, 2017

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

Original report signed by the inspector.