



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 prévue
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 6, 2018	2018_486653_0030	030081-18	Complaint

Licensee/Titulaire de permis

AXR Operating (National) LP, by its general partners
c/o Revera Long Term Care Inc. 5015 Spectrum Way, Suite 600 MISSISSAUGA ON
L4W 0E4

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

Winbourne Park
1020 Westney Road North AJAX ON L1T 4K6

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

ROMELA VILLASPIR (653)

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): November 21, 2018.

Complaint log #030081-18 related to withholding approval for admission, had been inspected.

During the course of the inspection, the inspector conducted a tour of the home, reviewed the Central East Local Health Integration Network (CE LHIN)'s referral management document, health assessment, and the refusal letter for admission.

During the course of the inspection, the inspector(s) spoke with the Personal Support Workers (PSWs), Registered Practical Nurses (RPNs), Central East Local Health Integration Network (CE LHIN) Placement Coordinator, Resident Service Coordinator (RSC)/ Staff Educator (SE), interim Director of Care (iDOC), and the Executive Director (ED).

**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	Légende
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).

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).

Findings/Faits saillants :

1. The licensee had failed to comply with s. 44 (7) of the Long-Term Care Homes Act (LTCHA) whereby the licensee refused the application of applicant #001 for reasons other than provided for in the LTCHA.

The Ministry of Health and Long-Term Care (MOHLTC) received a complaint on an identified date, related to the home withholding approval for admission of applicant #001.

At the time of the inspection, applicant #001 remained at the hospital.

A review of the Central East Local Health Integration Network (CE LHIN)'s referral management document indicated applicant #001 was referred to Winbourne Park Long



Term Care Centre (LTCC) on an identified date, for long stay admission and basic accommodation.

A review of applicant #001's LHIN health assessment from an identified date, revealed the applicant had an identified medical condition, and required an identified care provision.

A review of the home's letter addressed to applicant #001 from the Director of Care (DOC) of Winbourne Park LTCC indicated the home was unable to approve the application based on the information provided to them through the CE LHIN, and that the home's nursing staff lack the nursing expertise to meet the specified care requirements regarding the applicant's identified medical condition.

A telephone interview with the CE LHIN Placement Coordinator, indicated applicant #001 remained on the wait list for Winbourne Park LTCC, and that the home was originally included in their five homes of choice. The CE LHIN Placement Coordinator indicated the applicant was initially accepted to the home, however, on an identified date the CE LHIN received an update from the hospital indicating the applicant had an identified medical condition. The CE LHIN Placement Coordinator further indicated applicant #001 had been declined by the home due to their identified medical condition.

During separate interviews with the Resident Service Coordinator (RSC)/ Staff Educator (SE) and interim Director of Care (iDOC), they had both reviewed the above mentioned letter with Inspector #653, and indicated applicant #001 had been refused admission due to their identified medical condition, and that the home's staff lack the nursing expertise to meet their specified care requirements. The RSC/ SE and iDOC could not demonstrate to the inspector that the staff of the home lacked the nursing expertise necessary to meet the applicant's care requirements, as indicated in the written notice to the applicant. The RSC/ SE and iDOC acknowledged that the licensee had failed to comply with s. 44 (7) of the LTCHA, whereby the licensee refused the application of applicant #001 for reasons other than provided for in the LTCHA. [s. 44. (7)]

2. The licensee had failed to ensure that when withholding approval for admission, the licensee shall give a written notice setting out the ground or grounds on which the licensee is withholding approval; a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care; an explanation of how the supporting facts justify the decision to withhold approval; and contact information for the Director.



The MOHLTC received a complaint on an identified date, related to the home withholding approval for admission of applicant #001.

At the time of the inspection, applicant #001 remained at the hospital.

A review of the CE LHIN's referral management document indicated applicant #001 was referred to Winbourne Park LTCC on an identified date, for long stay admission and basic accommodation.

A review of applicant #001's LHIN health assessment from an identified date, revealed the applicant had an identified medical condition, and required an identified care provision.

A review of the home's letter addressed to applicant #001 from the DOC of Winbourne Park LTCC indicated the home was unable to approve the application based on the information provided to them through the CE LHIN, and that the home's nursing staff lack the nursing expertise to meet the specified care requirements regarding the applicant's identified medical condition.

During separate interviews with the RSC/ SE, iDOC, and the Executive Director (ED), the above mentioned letter addressed to applicant #001 had been reviewed with Inspector #653. The RSC/ SE, iDOC, and ED acknowledged that the letter did not include sufficient details as required, for withholding approval for admission, and that the letter did not provide a detailed explanation of the supporting facts, as they related both to the home and to the applicant's condition and requirements for care, and an explanation of how the supporting facts justified the decision to withhold. [s. 44. (9)]



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Issued on this 6th day of December, 2018

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

Original report signed by the inspector.