



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
Mar 25, 2019	2019_787640_0010	004651-19	Complaint

Licensee/Titulaire de permis

Holland Christian Homes Inc.
7900 McLaughlin Road South BRAMPTON ON L6Y 5A7

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

Grace Manor
45 Kingknoll Drive BRAMPTON ON L6Y 5P2

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

HEATHER PRESTON (640)

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): March 20, 21, and 22, 2019.

**This inspection was conducted in conjunction with Critical Incident inspection
#2019_787640_0009.**

The following complaint reports were reviewed:

Complaint Report Log #004651-19

During the course of the inspection, the Inspector toured the home, observed the provision of care, reviewed records and conducted interviews.

**During the course of the inspection, the inspector(s) spoke with applicant,
Registered Practical Nurse (RPN), Acting Director of Care and the Administrator.**

Ad-hoc notes were used during this inspection.

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



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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 failed to approve an applicant's admission to the home based on assessments and information under subsection 43 (6) unless: a) the home lacked the physical facilities necessary to meet the applicant's care requirements or; b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements.

As a result of a complaint inspection related to refusal to admit applicant #007, the Long-Term Care Homes (LTCH) Inspector reviewed a copy of the home's refusal to admit letter, with no date, that was addressed to the Central West Community Care Access Centre (CCAC). The applicant and the Director were not included in the mailings.

The letter stated the care requirements of the applicant were outside the resources and scope of practice to accommodate this applicant at the home. It did not include a detailed explanation of the supporting facts as they related to the home and the applicant's condition and requirements for care.

Registered Practical Nurse (RPN) #103 told the LTCH Inspector the home employs a full-time Behavioural Supports Ontario (BSO) nurse, a full-time Nurse Practitioner (NP) and regularly utilizes the homes Ontario Telemedicine Network (OTN) for appointments and therapy sessions with a psychiatrist.

The Administrator was knowledgeable about the use of high intensity needs (HIN) funding available if required. They stated they were not aware the applicant and the Director were to receive a copy of the letter and that contact information for the Director was to be included in the letter of refusal to admit an applicant.

The licensee failed to approve the applicant's admission to the home when the home had the resources and scope of practice to meet the applicant's care requirements. [s. 44. (7) (b)]



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Issued on this 25th day of March, 2019

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

Original report signed by the inspector.