

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**Hamilton Service Area Office
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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 |
|--|---|-----------------------------------|--|
| Feb 19, 2020 | 2020_569508_0005 | 019938-19 | Complaint |

Licensee/Titulaire de permisBenevolent Society "Heidehof" for the Care of the Aged
600 Lake Street St. Catharines ON L2N 4J4**Long-Term Care Home/Foyer de soins de longue durée**Heidehof Long Term Care Home
600 Lake Street St. Catharines ON L2N 4J4**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): January 10 and February 11, 2020, as an off-site inspection.

During the course of the inspection, the inspector(s) spoke with the Local Health Integration Network (LHIN) Placement Coordinator and the Director of Care (DOC).

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). The following constitutes written notification of non-compliance under paragraph 1 of section 152 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. 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 failed to ensure that they complied with the Act when they refused the applicant's admission to the home based on reasons that were not permitted within the legislation.

A copy of the applicant's rejection letter was received by the Ministry of Long Term Care in October, 2019.

In the letter applicant #001 had been refused admission to the home based on reasons that were not permitted within the legislation.

The letter outlined that the home had infection prevention and control concerns and required proof of clearance before they would admit the applicant.

In addition, they also indicated that they could not accommodate the applicant's mobility device due to where the available was located.

It was confirmed during review of the documentation and during discussion with the DOC that they refused the applicant's admission to the home based on these identified reasons that were not permitted within the legislation. [s. 44. (7)]

Issued on this 19th day of February, 2020

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

Original report signed by the inspector.