



**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**

London Service Area Office
130 Dufferin Avenue 4th floor
LONDON ON N6A 5R2
Telephone: (519) 873-1200
Facsimile: (519) 873-1300

Bureau régional de services de
London
130 avenue Dufferin 4ème étage
LONDON ON N6A 5R2
Téléphone: (519) 873-1200
Télécopieur: (519) 873-1300

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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jun 13, 2016	2016_260521_0016	012381-16	Complaint

Licensee/Titulaire de permis

THE CORPORATION OF THE COUNTY OF MIDDLESEX
c/o Strathmere Lodge 599 Albert Street, P.O. Box 5000 STRATHROY ON N7G 3J3

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

STRATHMERE LODGE
599 Albert Street Box 5000 STRATHROY ON N7G 3J3

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

REBECCA DEWITTE (521)

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): May 17, 18, 19 and 20, 2016.

This complaint inspection pertained to resident charges.

During the course of the inspection, the inspector(s) spoke with the Administrator, Acting Director of Resident Care (ADRC), the Rai-Coordinator, the Registered Practical Nurse for foot care services, a family council representative, residents and families.

The inspector(s) also conducted a tour of all resident areas and common areas, observed residents and care provided to them, medication passes, medication storage areas, reviewed health care records and plan of care for identified residents, policies and procedures.

**The following Inspection Protocols were used during this inspection:
Admission and Discharge
Personal Support Services
Resident Charges**

During the course of this inspection, Non-Compliances were issued.

2 WN(s)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 224. Information for residents, etc.

Specifically failed to comply with the following:

s. 224. (1) For the purposes of clause 78 (2) (r) of the Act, every licensee of a long-term care home shall ensure that the package of information provided for in section 78 of the Act includes information about the following:

5. A list of the charges that a licensee is prohibited from charging a resident under subsection 91 (1) of the Act. O. Reg. 79/10, s. 224 (1).

Findings/Faits saillants :



1. The licensee has failed to ensure that the admission package included what the licensee should not be charging a resident for.

A complaint received revealed the licensee was charging some residents \$25 per foot care services.

A review of the admission package, resident information booklet revealed "Foot care is provided on a fee for service basis".

A review of the admission agreement – goods and services included with accommodation appendix failed to mention preventative and basic foot care services would be included in with the resident accommodation services.

A review of the purchased service agreement appendix #1 point 13 revealed residents may purchase specialized foot care services at a cost of \$25 per half hour visit.

An interview with management confirmed the admission package did not include what the licensee should not be charging a resident for. [s. 224. (1) 5.]

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 the admission packages include what the licensee should not be charging a resident for, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 245. Non-allowable resident charges

The following charges are prohibited for the purposes of paragraph 4 of subsection 91 (1) of the Act:

1. Charges for goods and services that a licensee is required to provide to a resident using funding that the licensee receives from,
 - i. a local health integration network under section 19 of the Local Health System Integration Act, 2006, including goods and services funded by a local health integration network under a service accountability agreement, and
 - ii. the Minister under section 90 of the Act. O. Reg. 79/10, s. 245.
2. Charges for goods and services paid for by the Government of Canada, the Government of Ontario, including a local health integration network, or a municipal government in Ontario. O. Reg. 79/10, s. 245.
3. Charges for goods and services that the licensee is required to provide to residents under any agreement between the licensee and the Ministry or between the licensee and a local health integration network. O. Reg. 79/10, s. 245.
4. Charges for goods and services provided without the resident's consent. O. Reg. 79/10, s. 245.
5. Charges, other than the accommodation charge that every resident is required to pay under subsections 91 (1) and (3) of the Act, to hold a bed for a resident during an absence contemplated under section 138 or during the period permitted for a resident to move into a long-term care home once the placement co-ordinator has authorized admission to the home. O. Reg. 79/10, s. 245.
6. Charges for accommodation under paragraph 1 or 2 of subsection 91 (1) of the Act for residents in the short-stay convalescent care program. O. Reg. 79/10, s. 245.
7. Transaction fees for deposits to and withdrawals from a trust account required by section 241, or for anything else related to a trust account. O. Reg. 79/10, s. 245.
8. Charges for anything the licensee shall ensure is provided to a resident under this Regulation, unless a charge is expressly permitted. O. Reg. 79/10, s. 245.

Findings/Faits saillants :



1. The licensee has failed to ensure that residents were not charged for goods and services that the licensee was required to provide to residents under any agreement between the licensee and the Ministry or between the licensee and a Local Health Integration Network.

A complaint was received claiming the licensee would charge a resident a fee for foot care services.

A record review of the foot care binder revealed there were a significant number of residents receiving or had received a fee for foot care services. Files were reviewed from the binder which revealed basic foot care was delivered to some residents for a fee per visit.

Interviews with some Power of Attorneys (POA's) revealed it was their understanding from the time of admission that there was a fee for service for foot care provided to all residents.

An interview with management revealed the fee for service foot care provided to a resident was not considered to be "specialized" as there was "nothing wrong" with the resident's feet.

The management and the nurse both confirmed it was the homes expectation that basic foot care services should have been provided to all residents which included the cutting of toenails, to ensure comfort and prevent infection.

The management confirmed residents should not be charged for goods and services that the licensee was required to provide to residents under any agreement between the licensee and the Ministry or between the licensee and a Local Health Integration Network. [s. 245. 3.]



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Issued on this 21st day of June, 2016

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

Original report signed by the inspector.