

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

North District

159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Original Public Report

Report Issue Date: May 23, 2024.

Inspection Number: 2024-1449-0002

Inspection Type:

Complaint
Critical Incident

Licensee: West Parry Sound Health Centre

Long Term Care Home and City: Lakeland Long Term Care (Eldcap), Parry Sound

Lead Inspector

Amanda Belanger (736)

Inspector Digital Signature

Additional Inspector(s)

Inspector Mikaela Parr (000874) was present during the inspection.

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 13-15, 2024.

The following intake(s) were inspected:

- one intake related to a complaint submitted to the Director related to care concerns, and,
- one intake related to an allegation of improper/incompetent care of a resident.

The following **Inspection Protocols** were used during this inspection:

Resident Care and Support Services
Food, Nutrition and Hydration
Infection Prevention and Control

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Documentation of Care

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 6 (9) 1.

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

The licensee has failed to ensure that the care provided to two residents was documented.

Summary and Rationale

Two residents were to have care documented at set intervals. Reports indicated that care had not been documented as it should have been.

The Director of Care (DOC) confirmed that there was missing documentation, and care should have been documented for the two residents.

Sources: Two residents care plans and Point of Care (POC) documentation reports; and, interview with the DOC, and other relevant staff.

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WRITTEN NOTIFICATION: Complaint Record

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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Non-compliance with: O. Reg. 246/22, s. 108 (2)

Dealing with complaints

s. 108 (2) The licensee shall ensure that a documented record is kept in the home that includes,

- (a) the nature of each verbal or written complaint;
- (b) the date the complaint was received;
- (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
- (d) the final resolution, if any;
- (e) every date on which any response was provided to the complainant and a description of the response; and
- (f) any response made in turn by the complainant.

The licensee has failed to keep a written record of complaint and the actions taken for complaints received.

Summary and Rationale

The home received two separate written complaints related to resident care.

The DOC confirmed that the home did not keep a written record of the two complaints and the actions taken.

Sources: Complaints submitted to the home; internal complaints binder; licensee policy; and, interview with the DOC.

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WRITTEN NOTIFICATION: Written Complaints

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 26 (1) (c)

Complaints procedure — licensee

s. 26 (1) Every licensee of a long-term care home shall,

(c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

The licensee has failed to ensure that a written complaint was forwarded to the Director.

Rationale and Summary

The home received a written complaint related to the care of a resident.

The DOC confirmed that the complaint was not forwarded to the Director.

Sources: Email complaint; LTC.net portal; and interview with the DOC.

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WRITTEN NOTIFICATION: Complaint Responses

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 108 (1) 3. i.

Dealing with complaints

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s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

3. The response provided to a person who made a complaint shall include,
i. the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010.

The licensee has failed to ensure that a response provided to a complainant, included the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010.

Summary and Rationale

A reply was sent by the home to a complainant after a written complaint was received related to resident care. The reply did not include Ministry's toll-free telephone number for making complaints about homes, its hours of service and contact information for the patient ombudsman.

Sources: Complaint letter and reply; licensee policy; and, interview with the DOC.

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