



**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
Jan 23, 2019	2019_640601_0003	007902-18	Complaint

Licensee/Titulaire de permis

Revera Long Term Care Inc.
5015 Spectrum Way, Suite 600 MISSISSAUGA ON L4W 0E4

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

Thorntonview
186 Thornton Road South OSHAWA ON L1J 5Y2

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

KARYN WOOD (601)

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): January 21, 2019.

Complaint log #007902-18 related to a resident application for admission to the home being refused by the licensee.

During the course of the inspection, the inspector(s) spoke with the Director of Care (DOC) and the Admission Coordinator of the Central East (CE) Local Health Integration Network (LHIN)

The inspector conducted an off-site complaint inspection.

**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

<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>Légende</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 LTCHA, 2007 S.O. 2007, c.8, s. 44. Authorization for admission to a home



Specifically failed to comply with the following:

- 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 has 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 applicants condition and requirements for care; an explanation of how the supporting facts justify the decision to withhold approval.

Related to complaint log #007902-18:

The Ministry of Health, Central Intake Assessment and Triage Team (CIATT) received a written complaint regarding applicant #01, on an identified date. Inspector #601 reviewed the written complaint, which indicated that applicant #001 had received a rejection letter with a specified date, from the LTCH withholding the resident's approval to the LTCH. According to the written complaint, the complainant was disputing the LTCH's rejection findings.

During a telephone interview on an identified date, Inspector #601 spoke with a representative from the Central East (CE) Local Health Integration Network (LHIN). The representative indicated that applicant #001 was transferred from the LTCH to a specified facility and was admitted for medical reasons, on an identified date. According to the representative, the applicant had two medical procedures on two different dates. The representative further indicated that applicant #001's application for admission was submitted to the LTCH for review on an identified date and had been accepted by the LTCH. The representative indicated that applicant #001 was a bed match for the LTCH on an identified date and was scheduled to return to the LTCH on an identified date. The



representative reported that on an identified date, the Director of Care (DOC) called and advised the representative that the two physicians from the LTCH had indicated that, applicant #001 was too complex and that the applicant was not suitable for LTCH. According to the representative, the DOC had reported they were not going to take the applicant back to the LTCH, because the physicians felt that applicant #001 was at increased risk for identified medical conditions. According to the representative, applicant #001 remains in an identified facility. The representative also indicated that applicant #001 remains on the waiting list for LTCH and the last updated Resident Assessment Instrument (RAI) was submitted for the LTCH to review on an identified date.

Inspector #601 reviewed the home's letter with a specified date, regarding applicant #001, signed by the Director of Care (DOC) of the Long-Term Care Home (LTCH). The letter stated the following details for withholding approval for applicant #001's admission to the LTCH:

In accordance with the Long-Term Care Homes Act (LTCHA), we have reviewed the application of applicant #001 for placement to Thorntonview Long-Term Care Home (LTCH). At this time, we are declining the applicant's admission to the home as the home lacks the nursing expertise to meet the applicant's care requirements. The applicant currently has a medical device and the homes attending Physician and the Medical Director have deemed this as too complex of a need for the home and staff at this time. Based on this information, Thorntonview is unable to manage applicant #001's care at this time.

During a telephone interview on an identified date, the DOC acknowledged to Inspector #601 that a detailed explanation of the supporting facts or how the facts justify the decision to withhold approval was not provided in the letter regarding applicant #001.

The licensee has failed to ensure that the above mentioned letter, regarding applicant #001 provided sufficient details as required, for withholding approval for admission, and that the letter provided 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 approval. [s. 44. (9)]



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Issued on this 23rd day of January, 2019

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

Original report signed by the inspector.