



# INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency & Community Services Committee
<b>COMMITTEE DATE:</b>	January 18, 2016
<b>SUBJECT/REPORT NO:</b>	Wentworth Lodge - Long Term Care Quality Inspection (CES16003) (Ward 13)
<b>WARD(S) AFFECTED:</b>	Ward 13
<b>PREPARED BY:</b>	Vicki Woodcox 905-546-2424 ext. 4827
<b>SUBMITTED BY:</b>	Joe-Anne Priel General Manager Community & Emergency Services Department
<b>SIGNATURE:</b>	

## Council Direction:

Not applicable.

## Information:

The Ministry of Health and Long Term Care (MOHLTC) is responsible for legislating, regulating, evaluating and funding care and service provided within the 629 Long Term Care (LTC) Homes across the province of Ontario.

On July 1, 2010, the new *Long Term Care Homes Act* (LTCH Act) was enacted. This Act, and its associated *Ontario Regulations 79/10*, included a requirement that all LTC Homes have an “annual inspection”. Annual inspections had been a requirement under the previous iteration of legislation but the new system was intended to herald a more transparent, comprehensive and resident focused approach. These new inspections, known as Resident Quality Inspections, or RQIs, are based on an American survey system with modifications to reflect the unique needs of Ontario and to align with the LTCH Act.

While the LTCH Act came into force on July 1, 2010, the new inspection process was not yet fully developed by the MOHLTC. The Ministry advised that by 2014 the inspection process would be fully implemented and all LTC Homes across the province would have a completed RQI.

On November 12, 13, 16, 17, 18, 19, 20 and 23, 2015, Wentworth Lodge participated in its second unannounced RQI under the “new” LTCH Act and its Ontario Regulation 79/10. The RQI was completed over two weeks by three Compliance Inspectors.

Summary of 2015 RQI Results at Wentworth Lodge

On December 14, 2015, staff received a Licensee copy of the Wentworth Lodge Annual RQI (Resident Quality Inspection) that the MOHLTC completed in November 2015. The information provided was for internal use only and a public copy will be provided to Wentworth Lodge by mid-January. The public report (when available) will then be shared with Resident and Family Councils and will be posted in the Home for public viewing as per the Ministry's directive. It will also be uploaded by the Ministry to their website shortly after for full public access.

These unannounced yearly visits are intended to evaluate our compliance with the LTC Homes Act and its associated Regulations with the overarching goal of ensuring quality resident care. In essence, the Ministry determines our report card through a decision matrix based on a graduated scale. The Inspectors in their matrix will consider the Severity of the issue, the Scope of the issue and the Compliance History of the area of concern. Written Notifications are observations and suggest the issue is not significant in Severity, Scope or History. If an issue has some significance in one of the three areas then it is probable that staff will be asked to develop a Voluntary Plans of Correction (VPC). A Compliance Order indicates a higher level of concern and allows for the Ministry to establish a completion date for the Home to become fully compliant.

Wentworth Lodge was provided with an inspection report which included a total of 12 Written Notifications (WN) which resulted in 9 VPCs. There were no orders issued. This is consistent on average with results of RQIs completed in all LTC Homes between June 2013 and January 2015 in Ontario. Appendix A to Report (CES16003) provides a description as well as actions taken on all of the Written Notifications.

In summary, staff are pleased with the outcomes of MOHLTC Resident Quality Inspection. Inspectors indicated that Wentworth Lodge was an excellent home with very helpful and caring staff. Quality improvement has long been a focus for the Lodges and staff has annually gathered resident and family satisfaction data to direct and evaluate their efforts with very excellent results (e.g. 94% overall resident satisfaction rating in the Wentworth Lodge 2015 survey). Staff continues to be very committed to providing a high standard of quality care to the residents and their families at Wentworth Lodge.

**APPENDICES AND SCHEDULES ATTACHED**

Appendix A to Report CES16003:	Ministry of Health and Long Term Care 2015 Resident Quality Inspection – Wentworth Lodge
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