



INFORMATION REPORT

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| TO: | Chair and Members Emergency & Community Services Committee |
| COMMITTEE DATE: | June 6, 2016 |
| SUBJECT/REPORT NO: | Macassa Lodge- Long Term Care Quality Inspection (CES16027) (Ward 6) |
| WARD(S) AFFECTED: | Ward 6 |
| PREPARED BY: | Shawn Gadsby 905-546-2800 ext.1900 |
| SUBMITTED BY: | Joe-Anne Priel General Manager Community & Emergency Services Department |
| SIGNATURE: | |

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.

During the period of March 30 to April 12, 2016, Macassa Lodge participated in its third unannounced RQI under the LTCH Act and its Ontario Regulation 79/10. The RQI was completed over two weeks by four Compliance Inspectors. In addition, inspectors reviewed selected Reports from the Critical Incident System submitted by the Lodge between 2014 and 2016 to the Ministry of Health Long Term Care as well as two complaints.

Summary of 2016 RQI Results at Macassa Lodge

On May 2, 2016, staff received a Licensee copy of the Macassa Lodge Annual RQI (Resident Quality Inspection) that the MOHLTC completed in April 2016. The

information provided was for internal use only. The public report, when available, will 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 the Lodge's compliance with the LTC Homes Act and its associated Regulations with the overarching goal of ensuring quality resident care. In essence, the Ministry determines the 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 that the issue is not significant. 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 Plan 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.

Macassa Lodge was provided with an inspection report which removed one outstanding Compliance Order and identified a total of 16 Written Notifications (WN) including seven VPCs. There were no orders issued.

In summary, staff are pleased with the outcomes of the MOHLTC Resident Quality Inspection. Inspectors indicated that Macassa 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 excellent results (e.g. 94% overall resident satisfaction rating in the Macassa Lodge 2015 survey). Staff continues to be very committed to providing a high standard of quality care to the residents and their families at Macassa Lodge.

APPENDICES AND SCHEDULES ATTACHED

Appendix A to Report CES16027: Ministry of Health and Long Term Care 2016
Resident Quality Inspection – Macassa Lodge