



Hamilton

INFORMATION REPORT

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	December 12, 2016
SUBJECT/REPORT NO:	Wentworth Lodge - Long Term Care - Resident Quality Inspection (RQI) (CES16062) (Ward 13)
WARD(S) AFFECTED:	Ward 13
PREPARED BY:	Vicki Woodcox 905-546-2424 Ext. 4827
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.

On October 18, 19 and 20, 2016, Wentworth Lodge participated in its third unannounced RQI under the “new” LTCH Act and its Ontario Regulation 79/10. The RQI was completed by three Compliance Inspectors.

Summary of 2016 RQI Results at Wentworth Lodge

On October 26, 2016, staff received a Licensee copy of the Wentworth Lodge Annual RQI (Resident Quality Inspection) that the MOHLTC completed on October 25, 2016. The information provided was for internal use only and a public copy will be provided to

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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Wentworth Lodge by mid-November. 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 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 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.

Wentworth Lodge was provided with an inspection report which included a total of 5 Written Notifications (WN) which resulted in 4 VPCs. There were no orders issued. This is lower than the average results of RQIs completed in all LTC Homes which is currently at 9.37 findings per inspection. Appendix A to Report CES16062 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 CES16062: Ministry of Health and Long Term Care 2016
Resident Quality Inspection – Wentworth
Lodge