



INFORMATION REPORT

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	December 7, 2017
SUBJECT/REPORT NO:	Wentworth Lodge - Long Term Care - Resident Quality Inspection (RQI) (CES17040) (Ward 13)
WARD(S) AFFECTED:	Ward 13
PREPARED BY:	Holly Odoardi 905-546-2424 Ext. 1906
SUBMITTED BY:	Vicki Woodcox Acting 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 July 17, 18, 19, 20 and 21, 2017, Wentworth Lodge participated in its fourth unannounced RQI under the “new” LTCH Act and its Ontario Regulation 79/10. The RQI was completed by two Compliance Inspectors. In addition, inspectors reviewed selected Reports from the Critical Incident System submitted by the Lodge between 2016 and 2017 to the Ministry of Health Long Term Care.

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.

Summary of 2017 RQI Results at Wentworth Lodge

On September 5, 2017, staff received a Licensee copy of the Wentworth Lodge Annual RQI (Resident Quality Inspection) that the MOHLTC completed that same day. The information provided was for internal use only and a public copy was provided to Wentworth Lodge on September 15, 2017. The public report was shared with both Resident and Family Councils and was posted the same day in the Home for public viewing as per the Ministry's directive. The Public Report was also uploaded by the Ministry to their website 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 seven Written Notifications (WN's) which resulted in five VPCs. There were no orders issued. This is under the average results of RQIs completed in all LTC Homes which is currently at 8.85 non-compliances per inspection. The Written Notifications were for non-compliance regarding: Plan of Care; Non-Adherence to Lodge Policy & Procedure; Bed Rails; Skin & Wound Care; Medication Incident Policy; Duty to Protect; and Infection Prevention and Control Program. In all cases, the areas were not prevalent and most were only identified as a one-time occurrence.

Appendix A to Report CES17040 provides a description as well as detailed and specific corrective actions taken on all of the Written Notifications.

In summary, the Wentworth Lodge Leadership Team and staff are all pleased with the outcomes of MOHLTC Resident Quality Inspection. We recognize that there are areas that we will focus efforts for compliance. Both the Leadership Team and frontline staff focus on safe practices, resident centred care and quality service to all those we serve.

Both Inspectors walked throughout the Lodge and spent a lot of time with staff during the RQI process and 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

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.

their efforts with excellent results (e.g. 93% overall resident satisfaction rating in the Wentworth Lodge 2016 Resident Satisfaction Survey). Staff continue 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 CES17040: Ministry of Health and Long Term Care 2017
Resident Quality Inspection – Wentworth
Lodge