

INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	February 12, 2018
SUBJECT/REPORT NO:	Macassa Lodge - Long Term Care Quality Inspection (CES18002) (Ward 6)
WARD(S) AFFECTED:	Ward 6
PREPARED BY:	Shawn Gadsby 905-546-2800 ext. 1900
SUBMITTED BY:	Paul Johnson General Manager Healthy and Safe Communities 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 November 10, 14, 15 and 16, 2017, Macassa Lodge participated in its fourth unannounced RQI under the LTCH Act and its Ontario Regulation 79/10. The RQI was completed over four days by three Compliance Inspectors. In addition inspectors reviewed selected Reports from the Critical Incident System submitted by the Lodge in 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 Macassa Lodge:

On November 29, 2017, staff received a Licensee copy of the Macassa Lodge Annual RQI (Resident Quality Inspection). The information provided was for internal use only and a public copy has been provided to Macassa Lodge. The public report was shared with Resident and Family Councils and has been posted in the Home for public viewing as per the Ministry's directive. It was also uploaded by the Ministry to their website 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 Plan of Correction. 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 includes one Compliance Order (CO) and identified a total of 8 Written Notifications (WN) including 6 Voluntary Plan of Correction (VPC), which is consistent with the provincial average for findings related to the RQI.

The Compliance Order (includes 1 WN) is related to our skin and wound care protocol and our application of our policy. A number of action items have been undertaken to address any immediate outstanding items as well as a longer term plan to ensure sustained compliance. Our target date for full compliance is February 2, 2018.

Other areas identified in the inspection include Safe and Secure Home, Plan of Care, Compliance with Internal Policies, Safe Storage of Drugs, Medication Incidents, and Powers of Resident Council. The Safe and Secure Home relates to a dining area servery being unsecure. The Plan of Care, Medication Incidents and Powers of Resident Council identifies areas in the clarity of documentation in our processes or direction to staff. Compliance with Internal Policies identified that annual heights were not completed for all Residents. The Safe Storage of Drugs found treatment creams were not fully secure in two circumstances. Appendix A to Report CES18002 provides more information regarding the findings and our corrective plan of action.

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 very excellent results. In our 2017 survey at Macassa Lodge our overall resident satisfaction was 96.5%. 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 CES18002: Ministry of Health and Long Term Care 2017
Resident Quality Inspection – Macassa Lodge