


Hamilton

INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	September 19, 2019
SUBJECT/REPORT NO:	Ministry Inspection Report - Macassa and Wentworth Lodges (HSC19051) (Wards 7 and 13)
WARD(S) AFFECTED:	Wards 7 and 13
PREPARED BY:	Holly Odoardi (905) 546-2424 Ext. 1906
SUBMITTED BY:	Paul Johnson General Manager Healthy and Safe Communities Department
SIGNATURE:	

COUNCIL DIRECTION

None

INFORMATION

The Ministry of Long Term Care (MOLTC) is responsible for legislating, regulating, evaluating and funding care and service provided within the 627 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*, includes a requirement that all LTC Homes have an annual inspection. Annual inspections have long 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.

Increasingly over the last 2 years the sector reports that Annual Resident Quality Inspection (RQI) have not been completed; instead there appears to be a shift in the Ministry of Long Term Care (MOLTC) approach to Quality Inspections although no formal communication about the change in tactics has been shared by the MOLTC. Homes now have more frequent visits from MOLTC Compliance Inspectors in response to complaints and/or reports of Critical Incidents to MOLTC by Homes as required in the LTCH Act.

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**SUBJECT: Ministry Inspection Report - Macassa and Wentworth Lodges
(HSC19051) (Wards 7 and 13) - Page 2 of 4**

Wentworth Lodge has not had an annual RQI since 2017, and Macassa Lodge has not had one since 2018.

Compliance visits continue to be unannounced and are intended to evaluate the Lodges compliance with the LTC Homes Act and its associated Regulations with the overarching goal of ensuring quality resident care.

The Ministry determines the Lodges report card through a decision matrix based on a graduated scale. The Inspectors will consider the Severity of the issue, the Scope of the issue and the Compliance History of the area of concern in their matrix.

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.

In 2019, there were multiple Compliance visits at each Lodge. Given the frequency of the visits and the limited time in between each inspection it has becoming increasingly challenging to make the requisite changes in policy or practice before the next unannounced visit.

As a consequence, and in keeping with the decision matrix of the MOLTC, we have seen an increase in the number and severity of the written notifications that have been served.

Summary of 2019 Quality Inspection Results at Macassa Lodge (ML) and Wentworth Lodge (WL):

Lodge	Date of Visit	Report Received	Inspection Trigger	Area(s) of Focus	Compliance Findings
ML	Feb. 7 – Mar. 7/19	Apr. 4/19	Critical Incident Complaint from 2017	Abuse, Infection Prevention and Control	8 Written Notifications with 7 Voluntary Plan of Correction Areas to address include Plan of Care, Therapeutic Diets, Abuse, Admission Plan of Care, Falls and MDS RAPS (assessment)

**SUBJECT: Ministry Inspection Report - Macassa and Wentworth Lodges
(HSC19051) (Wards 7 and 13) - Page 3 of 4**

ML	Jul. 18 - Jul. 19/19	Jul. 26/19	Complaint	Medication Administration, Continence	No Findings
ML	May 27 – Jun.11/19	Aug. 20/19	Critical Incidents from 2018	Abuse, Falls, Unexpected Death	12 Written Notifications with 2 Voluntary Plan of Correction and 5 Compliance Orders Areas of Focus include Plan of Care, Falls and Restraint
WL	Feb. 27 – Mar. 8/19	Mar. 25/19	Critical Incidents from 2017 and 2018 Complaint	Abuse, Responsive Behaviour, Hospitalization, Falls	2 Written Notifications with 2 Voluntary Plan of Correction Areas of Focus included Plan of Care, Responsive Behaviours Removal of Directors Order regarding Abuse
WL	May 13 – Jun. 6/19	Jul. 12/19	Critical Incidents from 2018 and 2019	Falls, Abuse, Responsive Behaviour	10 Written Notifications with 6 Voluntary Plan of Corrections Areas of Focus Plan of Care, Policies, Resident to Resident Abuse, Reporting Critical Incidents, Responsive Behaviours, Documentation, Family Update, Incident Analysis

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**SUBJECT: Ministry Inspection Report - Macassa and Wentworth Lodges
(HSC19051) (Wards 7 and 13) - Page 4 of 4**

WL	Jul. 24 – Jul 31/19	Aug. 22/19	Critical Incidents Complaint	Abuse, Responsive Behaviours, Falls	2 Written Notifications with 2 Voluntary Plan of Corrections Areas of Focus Plan of Care, Resident Altercations
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Staff remain committed and vigilant in working on the Voluntary Plan of Corrections at both Lodges. The findings and subsequent improvement plans from each Lodge are implemented at both Lodges to improve quality care and outcomes. The staff continue to work with our provincial association, AdvantAge, to advocate for increased resources in Long Term Care which would further support quality care in each Home and across the sector. Resident and Family Satisfaction surveys continue to be completed annually and we use the data gathered to help supplement the overall analysis of quality care in our Lodges. In 2018, the Satisfaction Survey at both Homes was extremely positive, and we see this as an important perspective to acknowledge in addition to taking the required actions in response to the reports received from the MOLTC.

APPENDICES AND SCHEDULES ATTACHED

None