



INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	October 8, 2020
SUBJECT/REPORT NO:	Long Term Care Inspection Report - Wentworth Lodge (HSC20043) (Ward 13)
WARD(S) AFFECTED:	Ward 13
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SUBMITTED BY: SIGNATURE:	Paul Johnson General Manager Healthy and Safe Communities Department

COUNCIL DIRECTION

None

INFORMATION

The Ministry of Long-Term Care (MLTC) 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. Although not expressly communicated to LTC Homes, or acknowledged publicly, the emphasis for Compliance Inspections has shifted in the last several years from unannounced annual visits to focused inspections triggered by Complaints or Critical Incident Reporting. Homes now have more frequent visits from MLTC Compliance Inspectors in response to complaints and/or submission of Critical Incidents System (CIS) Reports. The overall time that Compliance Inspectors are in the Home is greater due to more visits in the calendar year and an average of 1-3 weeks per visit. In addition to these in person inspections, Homes are also expected to

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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.

review identified CIS reports over the phone with a Compliance Inspector throughout the year.

Wentworth Lodge has not had an annual Resident Quality Inspection (RQI) since September 2017. Rather than completing a single comprehensive RQI, the Compliance Inspectors have made multiple visits in response to CIS reports and written complaints submitted by the Home. In total, the Compliance Inspectors have been in Wentworth Lodge five times in the last two years to complete targeted and triggered inspections.

The Ministry determines the Home's 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.

A summary of the two Inspection Reports for Wentworth Lodge is attached as Appendix "A" to Report HSC20043. The Inspection Reports include five identified compliance issues and the expectations for improvement. The report includes a reissue of a Compliance Order, which was issued due to resident to resident abuse, and the Homes duty to protect its residents from abuse. All cases investigated in this report regarding resident to resident incidents of abuse were due to cognitive impairment.

Approximately 85% of LTC residents have some type of cognitive impairment and approximately half of LTC residents exhibit aggressive behaviour which varies from resident to resident. Aggression in LTC would be referenced as someone being verbally or physically abusive, socially disruptive, or resisting care and assistance. In many of these incidences in LTC this is not true aggression, but a response to something in the person's environment and their inability to interpret the situation correctly due to their cognitive impairment. "Responsive behaviours" are behaviours that often indicate an unmet need in a person whether cognitive, physical, emotional, social, environmental or other, or a response to circumstances within the social or physical environment that may be frustrating, frightening or confusing to a person. Some examples of responsive behaviours would be pushing or hitting, irritable outbursts, or spitting, etc.

The reissue of the Compliance Order further required that Wentworth Lodge Leadership Team participate in a MLTC Director Referral consult via phone on September 18, 2020

During the Director Referral consult, the MLTC acknowledged that much work has been done with respect to the Home's Zero Tolerance for Abuse and Responsive Behaviour Programs. Further, it was shared by the Home that the systemic challenges associated with COVID 19 have impacted the ability to transfer residents with high risk behaviours to alternate levels of care. The staffing impact in the Home relative to the single employer restriction for LTC Homes has created a challenge in the ability to book staff to complete 1:1 monitoring. A plan of correction is being developed and the Home

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expects a follow-up inspection from the MLTC, wherein it is hoped that the Compliance Order will be removed in full.

Staff remain committed and vigilant in reporting and responding to any identified quality of life or quality of service findings. Staff continue to work with their 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.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report HSC20043: Inspection Reports Summary for Wentworth Lodge