

Report LTCR-SS-15-16

To: Chair Burley and Members of the Social Services Committee
From: Lynne Johnson, Director of Long Term Care
Meeting Date: November 9, 2016
Subject: **Stakeholder Inspections**
Status: Recommendation adopted by Committee as presented per Resolution SSC88-16; Endorsed by County Council November 22, 2016 per Resolution CC147-16;

Recommendation

- 1. That Report LTCR-SS-15-16 regarding Stakeholder Inspections be received for information.**

Background

Long Term Care (LTC) homes are regularly inspected by a variety of stakeholders. The inspections are usually unscheduled and may be triggered as part of a routine inspection, injury/incident, complaint or follow up to a previous inspection.

Inspecting agencies include:

- Ministry of Health and Long Term Care
- Ministry of Labour
- Public Health
- Fire Department
- Electrical Safety Authority
- Technical Standards and Safety Authority

Ministry of Health and Long Term Care (MOHLTC)

In 2015, each of the homes had an Annual Inspection. This was the first in a number of years and occurred as a result of a commitment by the Ministry to inspect all homes in Ontario.

In 2016, the annual inspection has been completed in 2 of the homes and we anticipate that the final home will be completed before the end of the year.

Other MOHLTC visits have been in follow up to critical incidents. Critical incidents encompass a broad range of situations and are classified as urgent or non-urgent. Urgent incidents include cases of harm, neglect or danger to residents while non-urgent are usually related to diet, activities, or care. Staff follow protocols set out by the MOHLTC when reporting incidents.

Ministry reports are available on-line and posted in the homes. Any previously identified deficiencies have been rectified.

Ministry of Labour (MOL)

The MOL has had several inspection blitzes in long term care homes in 2016. There have been 10 inspections by the MOL as of the end of October while there were no inspections in 2015. Some of the areas focused on by the inspectors have included:

- Workplace violence and harassment
- Storage of staff food and fluids
- Annual review of policies

We have received some orders which been addressed.

Public Health

Public Health inspections cover a variety of services in the home including food safety and infection control. We had 3 infractions in 2015 and 1 in 2016. All findings have been rectified.

Fire Department

Fire inspections are very thorough and review both environmental controls and resident and staff safety. An annual inspection is outstanding at one of the homes for 2016. We anticipate it will be completed by the end of the year.

Electrical Safety Authority (ESA)

The ESA conducts an annual inspection and will follow-up when electrical changes have occurred. Inspections over the past two years identified some electrical outlets that required upgrading to ground fault receptacles and a cord that required replacement. A post installation inspection for a dishwasher was also completed.

Technical Standards and Safety Authority (TSSA)

The 2016 annual inspections have not been completed by the TSSA at the time of this report. There has been one visit in follow-up to a finding in 2015. Compliance in this area is highly dependent on our maintenance contract with Delta Elevator.

Overview

The following table identifies the # of stakeholder visits that occurred in 2015 and year to date in 2016. Any deficiencies resulting from the inspections have been addressed.

	# of Visits	
	2015	2016
Ministry of Health and Long Term Care	7	6
Ministry of Labour	0	10
Public Health	11	11
Fire Department	3	2
Electrical Safety Authority	4	6
Technical Standards and Safety Authority	4	1
Total Number of Visits	29	36

Financial/Staffing/Legal/Information Technology Considerations

Stakeholder visits and inspections provide feedback on areas for improvement to ensure safe care and a safe working environment. Reports from stakeholder visits are posted in each home as required.

Link to Strategic Goals/Priorities

Goal 5 of the Corporate Strategic Plan is “Listening and Working Together”. Action 5.2 within this goal is to “collaborate with the public, stakeholders and other governments to improve delivery of county services”.

Attachments

None

Respectfully submitted by,

Lynne Johnson
Director