



2021 Report on Compliance with Long-Term Care Legislation As reflected in Inspections of Homes.

For many years Concerned Friends have been reporting on the inspections within the 627 long-term care facilities located across Ontario. Inspections are conducted by the Ministry of Long-Term Care and all of the reports are made available for public access when you search for an individual [home](#). Our team of volunteer reviewers are tasked with assessing each inspection report and have compiled the following data for 2021.

Compliance Procedures: When a Long-Term Care home inspector visits a home to conduct an inspection, relevant Inspection Protocols are used to determine if the home is compliant or non-compliant with Long-Term Care legislation and regulations.

If the home is non-compliant the inspector issues a Written Notice (WN). The inspector can also issue a Voluntary Plan of Correction (VPC) for the home to work on internally. Or the inspector may make a Compliance Order (CO) with which the home is required to comply. Follow up inspections are conducted when Compliance Orders are issued to ensure that the home has corrected the non-compliance(s) identified in the Orders in a previous inspection.

In the most serious cases, the inspector can make a Director's Referral (DR) which may result in a Director's Order (DO). The inspector or the Director can also issue a Work Order (WO). The Director may issue Order for Mandatory Management, or other specialized orders.

Inspections Completed in 2021: The number of inspections completed decreased a little from 2020 to 2021. However, in both those years, the number of inspections was significantly lower than in 2019, by at least 28%. Although each of the seven Ministry Service Area Office (SAO) has responsibility for inspecting 85-90 homes, the number of inspections completed varies widely across SAOs, by as much as 100% -- e.g., 160 for London SAO in 2021, but 343 in Ottawa SAO. And the number of inspections ranges widely from year to year – London SAO did 481 inspections in 2019.

Numbers of Non-Compliances: But, in spite of fewer inspections, the numbers of WNs, VPCs, and COs increased in 2021 over 2020. The number of DRs and DOs is about the same. But the numbers of COs and DRs is significantly lower in both 2020 and 2021 than in 2018 and 2019. A large part of the decrease in COs and DRs can be attributed to a decrease in these non-compliances under our category of Facility Management (55% fewer).

Separate Problem Category for Infection Protection and Control (IPAC): Reviewers noted an increase in non-compliance related to Infection Protection and Control (IPAC) in 2021 – an understandable focus during the second year of the pandemic. Therefore, we have decided to add a specific category for Infection Control, distinct from the other safety concerns and hazards (e.g., bed rails, unlocked doors, etc.)

Comprehensive Annual Inspections: PCIs vs RQIs: In 2017 virtually every home in Ontario received a Resident Quality Inspection (RQI). In 2018 the number of RQIs completed fell to 327 for 627 homes (18 in 2019, 0 in 2020).

Proactive Compliance Inspections (PCIs) were introduced late in 2021 (17 completed). Up to April 18, Concerned Friends has received 20 PCIs in 2022. So far Reviewers are reserving judgment regarding the PCIs – we are not certain they are as thorough as the RQI. And the focus seems to be less directly on the resident experience (the RQI started from interviews with residents and families).

Focus on Critical Incident and Complaints: When Reviewers met with the Director of Compliance in June of 2019, we were informed that the focus of inspections would be on the backlog of complaints and critical incidents which had accumulated over time. The suggestion seemed to be that these inspections would now take precedence over comprehensive annual inspections. However, inspections involving complaints and critical incidents are focused on the issue at hand and seldom go beyond. Many aspects of care receive no attention until a problem occurs or a complaint is made.

Inspection Delays: In addition, many complaints and critical incidents are not investigated promptly enough to get an accurate picture. Staff may not remember pertinent information when weeks go by, and documentation may be sparse or missing.

Off-Site Inspections During the Pandemic: Every inspection report lists all the dates of visits to the home during the inspection. During 2020 and 2021, increasingly more dates were listed as “off-site”, which we understand to mean that the inspection was conducted by telephone. Reviewers are concerned that inspections by telephone are likely to be less adequate than those in person and look forward to seeing their numbers reduced.

Changes in Reviewers Activities: When comprehensive annual inspections were common, Reviewers did a detailed review of each RQI report. In addition, Reviewers also focused on any other inspections where the inspector had issued one or more compliance orders (COs). When RQIs were discontinued, Reviewers agreed to review all inspection reports for WNs, VPCs, COs etc. The results for all Ontario homes are tabulated on an annual spreadsheet for each of the seven SAOs and provide the basis for the accompanying tables of statistics.

2021 LTC INSPECTION DATA SUMMARY

Non-Compliances by Service Area Office

Service Area (SAO)	No. of Homes in SAO	2021 Number of Each Non-Compliance					2020 Number of Each Non-Compliance					2019 Compliance Orders		2018 Compliance Orders	
		WN	VPC	CO	DR	DO	WN	VPC	CO	DR	DO	CO	DR	CO	DR
London	89	408	218	119	2	0	245	146	78	2	0	135	8	89	4
Central West	88	431	273	111	8	2	345	184	101	10	2	198	26	124	6
Hamilton	92	516	274	64	0	0	337	179	49	0	1	119	6	120	6
Toronto	88	492	306	81	1	2	501	307	87	7	3	105	1	101	4
Central East	88	762	431	186	5	2	523	327	75	0	1	75	1	63	1
Ottawa	94	391	269	26	1	0	414	202	46	2	0	49	3	90	14
Sudbury	88	545	338	68	3	1	479	258	134	4	0	124	9	131	21
TOTALS	627	3545	2109	655	20	7	2844	1603	570	25	7	805	54	718	56

Inspection Types by Service Area Offices

Service Area (SAO)	No. of Homes in SAO	2021 Number of Each Type of Inspection						2020 Number of Each Type of Inspection						2019 Number of Each Type of Inspection					
		CIS	Cmpl	Other	PCI	FU	Totals	CIS	Cmpl	Other	RQI	FU	Totals	CIS	Cmpl	Other	RQI	FU	Totals
London	89	88	50	4	5	13	160	106	67	11	0	7	191	279	156	9	0	37	481
Central West	88	127	86	11	3	34	261	175	88	19	0	37	319	132	99	7	0	59	297
Hamilton	92	104	68	6	2	12	192	130	91	1	0	31	253	187	157	4	2	55	405
Toronto	88	120	93	4	2	21	240	134	109	3	0	11	257	174	163	4	0	26	367
Central East	88	163	91	10	1	17	282	158	100	2	0	16	276	121	116	3	1	18	259
Ottawa	94	178	140	4	2	19	343	161	124	2	0	16	303	242	184	5	0	21	452
Sudbury	88	139	89	19	2	60	309	136	80	19	0	52	287	181	91	18	7	86	383
TOTALS	627	919	617	58	17	176	1787	1000	659	57	0	170	1886	1316	966	50	10	302	2644

Summary of Compliance Orders (CO) - Director Referrals (DR) - Director Orders (DO) By Non-Compliance Category (Definitions explanation below)

SAO	NON-COMPLIANCE CATEGORY																								Totals 2021					
	Nursing & Personal Care			Care Plan			Resident Rights			Medication Issues			Dietary			Safety Hazards			Maintenance Issues			Facility Management Quality Assurance						Staff Abuse or Neglect**		
	CO	DR	DO	CO	DR	DO	CO	DR	DO	CO	DR	DO	CO	DR	DO	CO	DR	DO	CO	DR	DO*	CO	DR	DO	CO	DR	DO			
London	42	1	0	13	1	0	10	0	0	10	0	0	1	0	0	14	0	0	3	0	0	26	0	0	0	0	0	119	2	0
Central West	17	2	0	7	0	0	8	0	0	11	1	0	3	0	0	13	2	1	1	0	0	15	1	1	18	2	0	93	8	2
Hamilton	14	0	0	9	0	0	3	0	0	8	0	0	0	0	0	17	0	0	2	0	0	7	0	0	6	0	0	66	0	0
Toronto	4	0	0	6	0	0	10	0	2	7	0	0	4	0	0	26	0	0	7	0	0	9	0	0	8	1	0	81	1	2
Central East	17	0	0	15	1	0	5	0	0	8	0	0	32	1	0	71	2	2	4	0	0	15	1	0	19	0	0	186	5	2
Ottawa	3	0	0	2	0	0	5	0	0	0	0	0	0	0	0	13	1	0	0	0	0	2	0	0	1	0	0	26	1	0
Sudbury	12	0	0	4	0	0	13	1	0	5	0	0	2	0	0	15	2	0	0	0	0	5	0	1	12	0	0	68	3	1
2021 TOTALS	109	3	0	56	2	0	54	1	2	49	1	0	42	1	0	169	7	3	17	0	0	79	2	2	64	3	0	639	20	7
2020 Totals*	83	7	0	69	1	0	61	2	0	42	2	0	45	1	0	106	4	0	16	1	0	98	2	6	60	4	0	580	24	6
2019 Totals	106	8		117	10		156	5		72	5		26	2		94	9		26	0		208	15					805	54	0
2018 Totals	101	2		84	4		134	11		54	7		25	1		104	7		14	2		202	22					718	56	0

CO - Compliance Order
DR - Director Referral
DO - Director Order

* In 2020 there were 6 Directors' Orders (DOs) for Mandatory Management, which are listed under Facility Management.
**Prior to 2020, Abuse and Neglect by Staff was included in Residents' Rights.
In 2018-19, there were few DOs and we did not separate them from DRs.

NON-COMPLIANCE CATEGORY DEFINITIONS

Nursing and Personal Care includes general nursing care, assessment & reassessment of resident needs, wound care, pain management and weight care management,

Care Plans includes implementation of plan, accessibility to care staff, reviews and revisions as necessary, interdisciplinary care conferences which include resident and family, and complete, accurate documentation.

Resident Rights includes the right to dignity, privacy, respect, individuality, and freedom from all categories of abuse; consent to treatment, appropriate resident activities and programming, and bathing/grooming provided as appropriate.

Medication Issues includes orders signed for by appropriate personnel, storing, documenting, dispensing, and evaluation of medication use.

Dietary includes all issues related to nutrition, hydration, and meal service.

Safety/Hazards includes infection control and any practice that could contribute to risk or injury, such as bed rails, water temperature safety, poor disaster plans, unlocked doors.

Maintenance includes maintenance, housekeeping issues and general cleanliness as well as unclean or inadequate linen and supplies.

Facility Management & Quality Assurance includes staffing issues, information provided to residents, critical incident reporting, policy & program development, implementation and evaluation, including abuse policies.

Staff Abuse or Neglect of Residents - a new category – previously included under Resident Rights