

## 2019 Long-Term Care Homes Inspection Results

For many years Concerned Friends have been reporting on the Ministry of Health and Long-Term Care inspections within the 627 long-term care facilities located across Ontario. The province is broken down into seven service areas and our volunteers are tasked with reviewing inspection reports (2,651 in 2019). The data presented below has been compiled by the Concerned Friends Review Committee. All inspection reports for Long-Term Care homes are available at <http://publicreporting.ltchomes.net/>

Table 1: 2019 Inspections Reports

Service Area	Number of Homes	RQI	Critical Incidents	Complaints	Follow UP	Other	Total	Compliance Orders	Director Referrals
Hamilton	92	0	191	157	56	4	408	119	6
London	89	0	279	156	37	9	481	135	8
Ottawa	94	0	242	184	21	5	452	49	3
Sudbury	88	7	181	91	86	18	383	124	9
Toronto	88	0	174	163	26	4	367	105	1
C East	88	1	122	116	21	3	263	75	1
C West	88	0	132	99	59	7	297	198	26
<b>Totals</b>	<b>627</b>	<b>8</b>	<b>1321</b>	<b>966</b>	<b>306</b>	<b>50</b>	<b>2651</b>	<b>805</b>	<b>54</b>

The focus of Resident Quality Inspections (RQI) has varied over the past three years. In 2017 there were inspections conducted in all facilities, but in 2018 only 347 (55% of all homes) and in 2019 only eight (8). Concerned Friends was informed early in 2019 by the Director of Compliance that the Branch needed to catch up on critical incident and complaint investigations and would be focusing on them and only conducting Resident Quality Inspections on high-risk homes.

It is distressing to note there was an overall increase with 88 more Compliance Orders and 14 more Director Referrals issued in 2019 especially as there was only 8 in-depth resident quality inspection. One hates to think what the numbers might have been had more RQIs been completed. The review of the inspection reports did indicate that some inspectors wisely expanded the scope of their Critical Incident or Complaint investigation when they felt it necessary, based on their initial findings during their visit to a home.

Table 2: 2019/2018 Summary of Compliance Orders Issued by category and service area.

Category	Hamilton		London		Ottawa		Sudbury		Toronto		Central East		Central West	
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
<b>Resident Rights</b>	27	26	14	8	8	9	21	16	26	27	15	17	45	31
<b>Facility Management</b>	12	11	37	16	6	10	25	29	8	7	7	6	39	26
<b>Care Plans</b>	17	11	13	3	5	7	28	29	25	13	7	12	22	9
<b>Nursing/Personal Care</b>	18	22	23	19	2	6	13	11	8	9	10	11	32	23
<b>Safety/Hazards/Security</b>	13	21	8	0	7	22	12	9	16	23	14	8	9	6
<b>Quality Assurance</b>	12	6	14	27	1	17	3	16	6	7	11	2	25	21
<b>Medication</b>	9	13	18	10	10	11	11	5	4	10	8	2	12	3
<b>Dietary</b>	4	4	1	1	2	6	7	9	6	1	2	4	4	0
<b>Restraint Use</b>	3	5	0	2	3	1	3	5	1	1	0	0	5	1
<b>Maintenance Issues</b>	3	1	7	3	5	1	1	2	5	3	1	1	4	3
<b>Resident/Family Councils</b>	1	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>Totals</b>	<b>119</b>	<b>120</b>	<b>135</b>	<b>89</b>	<b>49</b>	<b>90</b>	<b>124</b>	<b>131</b>	<b>105</b>	<b>101</b>	<b>75</b>	<b>63</b>	<b>198</b>	<b>124</b>

When we compared 2019-2017 Compliance Orders there were improvements in some problem categories. Safety/Hazards/Security decreased by over 10% and over 40% from 2017. We can speculate this decrease reflects less instances of dangerous use of bedrails and ill-fitting mattresses, which have been targeted for some years. Another area with significant improvement is Quality Assurance. While we do not have detailed breakdowns, we do know there has been a focus on zero tolerance for abuse, and some other policies and evaluation.

It is disturbing that the category with the most Compliance Orders was Resident Rights which has continued to increase over the last 3 years. One wonders how much overworked front-line staff, rushing to complete their responsibilities, is a factor in those numbers. This category includes abuse and confrontations between residents, as well as occasional abuse or neglect by staff. It is encouraging that there were fewer Director Referrals in this category in 2019.

Facility Management, a broad category, has the second-highest number of compliance reports and has the most Director Referrals. Staffing issues are a large part of this category and a critical factor in the care provided to residents. Care plans, also critical in the provision of good care, has the second most Director Referrals.

Of note is an Education session offered late in 2019 by AdvantAge Ontario (an association of community-based, not-for-profit organizations) titled *Top 3 Compliance Issues – Be Ready for the Inspectors!* The top three featured were 1. bed rails and falls prevention, 2. care planning, and 3. adherence to internal policies. So these areas continue to be challenging for most Long Term Care Homes in Ontario.

Table 3: Compliance Orders by Category 2017 - 2019

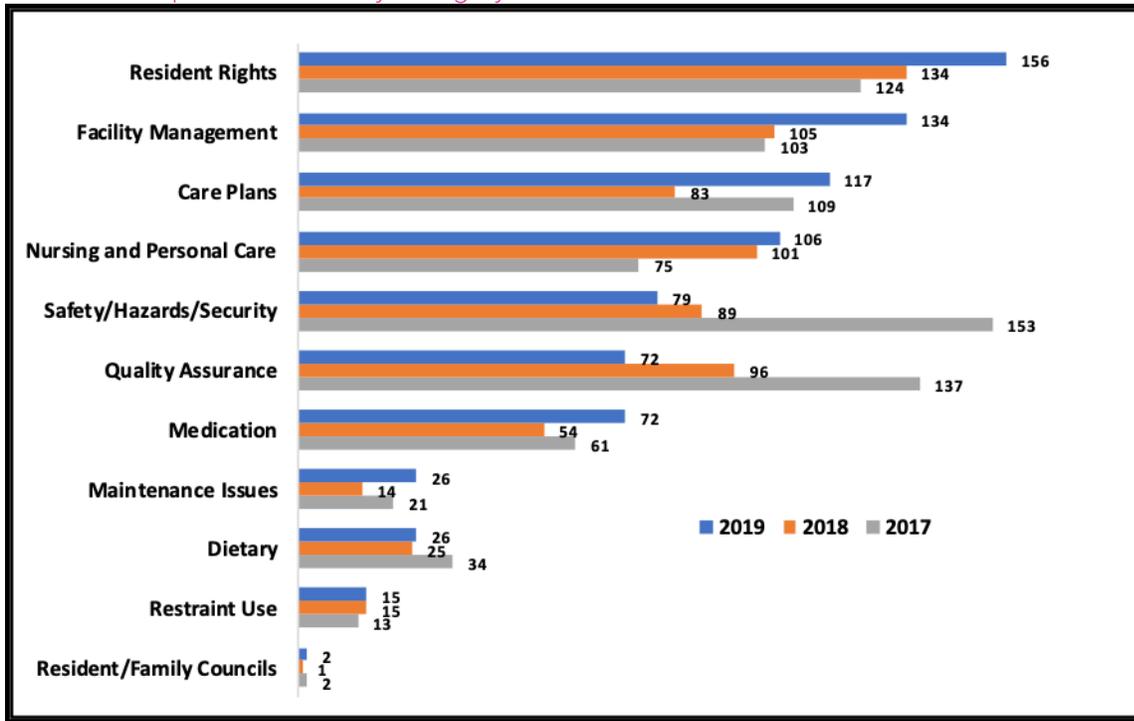
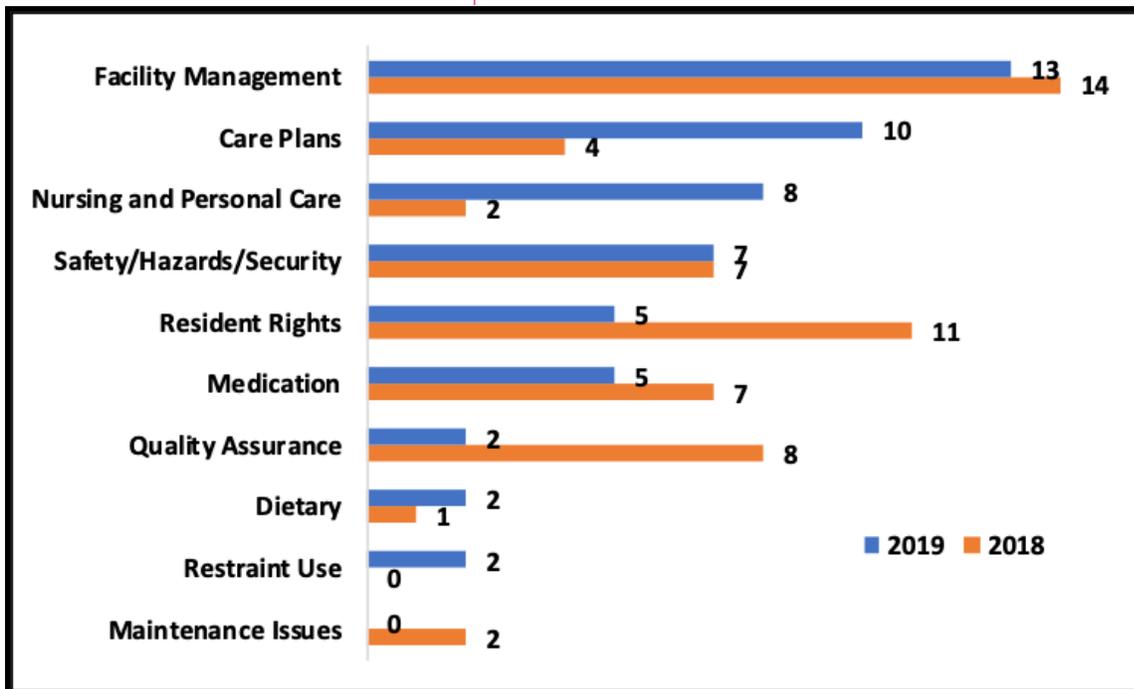


Table 4: Director Referrals 2019 compared to 2018



Under direct instruction from an inspector and Director each facility must comply with the requirements of the Long-Term Care Homes Act, 2007. An inspector and the Director have the authority under the Act to issue an order to a licensee.

A **Compliance Order** is an order by an inspector to do or refrain from doing something in order to comply with the regulations of the Long-Term Care Act. The inspector usually orders the Home to prepare, submit and implement a plan for achieving compliance by specified dates. **Referral to the Director** means the inspector may issue a written notification to the licensee and refer the matter to the Director of Compliance for further action by the Director. This action is usually taken when there has been more than one order for the same reason.

#### Category Definitions for Compliance Orders/Director Referrals

*Note: Concerned Friends has used up to 26 individual categories but have simplified reporting by combining into 11 problem categories.*

**Nursing and Personal Care** includes general nursing care, assessment & reassessment of resident needs, wound care 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.

**Restraint Use** includes resident/family consent, doctor's order, repositioning, and required documentation.

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

**Dietary** includes all issues related to nutrition 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 Issues** includes maintenance, housekeeping issues and general cleanliness as well as unclean or inadequate linen and supplies.

**Facility Management** includes staffing issues, information provided to residents, and critical incident reporting.

**Quality Assurance** includes policy & program development, implementation, and evaluation, including abuse policies.

**Resident/Family Council** includes timely, written response to concerns, supporting & consulting with councils as required.