



## **Summary of Long Term Care Inspection Reports 2023**

**Prepared by the Policy and Advocacy Committee  
of Concerned Friends**

## Results and Observations

### Long Term Care Inspections 2023

**Table 1** shows the number of each type of long-term care [LTC] inspection [e.g., critical incident system, variable, complaint proactive compliance inspection (PCI) and follow-up of compliance orders)] by district (referred to as service area office (SAO) prior to 2023) (e.g., London, Central West, Hamilton, Toronto, Central East, Ottawa and North/Sudbury) and by year (2019 – 2023).

Of interest, the total number of inspections has increased from 1643 in 2022 to 2826 in 2023. The number in 2023 is even slightly higher than that in 2019 (2826 compared with 2644), and is much higher than the number of inspections during the COVID -19 pandemic (1886 in 2020, 1787 in 2021 and 1643 in 2022). Further, the number of follow-up inspections (to ascertain if the LTC homes have responded to compliance orders) has increased from 201 in 2022, to 309 in 2023, which is similar to the pre-pandemic number of 302.

The number of inspections in 2023 by district shows some variation. For example, the 81 homes in North/Sudbury had a total of 265 inspections while the 82 homes in Toronto had 430 inspections (see Table 1). This may be because the Toronto area has more inspectors per home than the North/Sudbury District, or because of travel time in the north region.

There is also some variation in the type of complaints per region. For example, of the 430 inspections in Toronto, 123 or 28.6% were for complaints while in Ottawa, 198 of the 549 for 36.0 % of the inspections were for complaints. The higher percentage of complaints may reflect more issues in LTC in that region, or may reflect more education among residents, their friends and relatives, and LTC employees about the procedure for submitting a complaint.

The number of proactive comprehensive inspections is increasing beginning with a 17 in 2021, 60 in 2022, and 160 in 2023. Given there are 623 LTC centers in Ontario in 2022, this means that 26.7% of LTC centres had a proactive comprehensive inspection in 2023. The goal of the Inspection Branch is to conduct, by end of 2025, a proactive inspection in each home. Following that, it will be an annual proactive inspection.

**Table 2** shows the number of compliance orders by district. The number of compliance orders increased from 483 in 2022 to 584 in 2023. This is fewer than the 2019 pre-pandemic number of compliance orders, which was 805. Given there were approximately 182 fewer inspections in 2019 than in 2023 but more compliance orders in 2019 than in 2023 (805 vs 584), this could provide evidence of the effectiveness of inspections; there were more inspections and fewer compliance orders.

**Table 3** shows the number of compliance orders that have been followed-up for each district, which has increased from 64% in 2021, to 91% in 2023. This may be a result of more inspectors and/or more emphasis being placed on assessing if LTC centres have responded to compliance

orders. It demonstrates that the Ontario Inspections Office is placing more emphasis on LTC centres accountability to meet provincial standards.

**Table 4** shows that in 2023 there were a total of 128 Administrative Monetary Penalties (AMP) with fines totaling \$455,900. The introduction of fines started in 2022 and is something to monitor for effectiveness in decreasing findings of non-compliance (written notifications and compliance orders) over time.

**Table 5** shows the number of compliance orders and director referrals by district and problem category for 2023, and by year and problem category for 2019 – 2023. For example, there were 54 compliance orders related to medication issues in 2018 and for 2023.

Of particular concern, there were 32 compliance orders for staff abuse or neglect of a resident, and 46 for resident rights in 2023. Note that the resident rights category includes instances where another resident has reactive behaviours towards another resident. While it could be said that these are low numbers, given the total number of LTC resident beds in Ontario, a single event is not acceptable. It should also be noted that the actual number of staff abuse or neglect, breaches of resident rights, and all problem categories are no doubt under reported; for each instance that is reported, there are some that are not observed and/or not reported. Further, some of these instances that were reported may have occurred for a period of time. Outcomes for residents range from no ill effects to death.

TABLE 1: 2023 Inspection Types by Service Area Office (SAO)

DISTRICT /Service Area Office(SAO)	No. of Homes in the District	2023 Number of Each Type of Inspection						# of Homes	2022 Number of Each Type of Inspection						# of Homes	2021 Number of Each Type of Inspection						# of Homes	2020 Number of Each Type of Inspection						# of Homes	2019 Number of Each Type of Inspection					
		CIS	Cmpl	Other	PCI	FU	Totals		CIS	Cmpl	Other	PCI	FU	Totals		CIS	Cmpl	Other	PCI	FU	Totals		CIS	Cmpl	Other	RQI	FU	Totals		CIS	Cmpl	Other	RQI	FU	Totals
London	101	231	123	8	29	47	438	89	86	37	1	9	19	152	88	50	4	5	13	160	106	67	11	0	7	191	279	156	9	0	37	481			
Central West	93	218	120	6	24	43	411	89	112	81	2	9	28	232	127	86	11	3	34	261	175	88	19	0	37	319	132	99	7	0	59	297			
Hamilton	94	193	121	1	26	48	389	93	95	83	7	11	35	231	104	68	6	2	12	192	130	91	1	0	31	253	187	157	4	2	55	405			
Toronto	82	227	123	2	19	59	430	87	119	105	2	12	28	266	120	93	4	2	21	240	134	109	3	0	11	257	174	163	4	0	26	367			
Central East	77	152	118	4	19	53	346	89	101	78	5	4	42	230	163	91	10	1	17	282	158	100	2	0	16	276	121	116	3	1	18	259			
Ottawa	95	278	198	4	27	42	549	94	151	119	3	6	20	299	178	140	4	2	19	343	161	124	2	0	16	303	242	184	5	0	21	452			
North/Sudbury	81	127	92	13	16	17	265	88	103	74	18	9	29	233	139	89	19	2	60	309	136	80	19	0	52	287	181	91	18	7	86	383			
TOTALS	623	1426	895	38	160	309	2828	629	767	577	38	60	201	1643	919	617	58	17	176	1787	1000	659	57	0	170	1886	1316	966	50	10	302	2644			

**LEGEND:** **CIS** Critical Incident System  
**Cmpl** Complaint  
**Other** variable  
**PCI** Proactive Compliance Inspection (sometimes shortened to Proactive Inspection)  
**FU** Follow up (on compliance orders)

**NOTES:** 1. In 2022 inspectors started doing more than one inspection type on the same report,  
e.g. a Critical Incident System (CIS) inspection and a complaint (Cmpl) inspection  
on the same report. We count this as two inspections.

2. In 2023, the title SAO (Service Area Office) was changed to "District". Sudbury SAO became "North" District.  
Also in 2023, some homes were assigned to different districts, with varying numbers of homes for each district.

**TABLE 2: 2023 Inspection Results by Service Area Office (SAO)**

**Non-Compliances by District**

District /Service Area Office (SAO)	No. of Homes in the District	2023 Number of Each Non-Compliance					2022 Number of Each Non-Compliance					2021 Number of Each Non-Compliance					2020 Number of Each Non-Compliance					2019 Compliance Orders		2018 Compliance Orders			
		NCR	WN	CO	DR	DO	# of Homes	NCR	WN	VPC	CO	DR	DO	WN	VPC	CO	DR	DO	WN	VPC	CO	DR	DO	CO	DR	CO	DR
London	101	22	883	111	0	0	89	17	379	78	66	0	4	408	218	119	2	0	245	146	78	2	0	135	8	89	4
Central West*	93	56	851	60	0	1	89	33	472	76	54	3	0	431	273	111	8	2	345	184	101	10	2	198	26	124	6
Hamilton	94	137	894	68	0	1	93	63	619	87	77	0	0	516	274	64	0	0	337	179	49	0	1	119	6	120	6
Toronto	82	85	1071	85	0	0	87	98	572	102	46	2	0	492	306	81	1	2	501	307	87	7	3	105	1	101	4
Central East	77	44	1073	142	0	2	89	27	766	159	164	4	1	762	431	186	5	2	523	327	75	0	1	75	1	63	1
Ottawa	95	40	961	87	1	1	94	26	447	73	38	0	0	391	269	26	1	0	414	202	46	2	0	49	3	90	14
Sudbury/North	81	40	480	34	1	0	88	33	322	54	38	1	0	545	338	68	3	1	479	258	134	4	0	124	9	131	21
TOTALS	623	424	6213	587	2	5	629	297	3577	629	483	10	5	3545	2109	655	20	7	2844	1603	570	25	7	805	54	718	56

\* Southbridge Owen Sound received a Director's Order to cease admissions in August 2023. This order was lifted in November 2023.

**LEGEND:** Non Compliances are listed below in increasing seriousness.

- NCR** Non-Compliance Remedied (while the inspector was on site)
- WN** Written Notice
- VPC** Voluntary Plan of Correction
- CO** Compliance Order
- DR** Referral to the Director of Compliance
- DO** Director's Order

**NOTES:** 1. During 2022, inspectors stopped using VPC, but started using NCR.

2. Prior to 2020, Reviewers were recording COs from all inspections.

WNs and VPCs were recorded from Resident Quality (proactive) inspections only.

3. In 2023, the title SAO (Service Area Office) was changed to "District". Sudbury SAO became "North" District.

**TABLE 3: Follow-up on Compliance Orders**  
by Ministry of Long Term Care (MLTC)

District Service Area Office (SAO)	Number of COs in 2023	Followed Up by MLTC	Number of COs in 2022	Followed Up by MLTC	Number of COs in 2021	Followed Up by MLTC
London	111	99%	66	79%	119	24%
Central West	60	92%	54	83%	110	56%
Hamilton	68	88%	77	79%	72	66%
Toronto	85	88%	46	83%	82	82%
Central East	139	88%	165	60%	186	70%
Ottawa	87	90%	38	79%	26	81%
North/ Sudbury	34	91%	38	100%	68	97%
<b>TOTAL</b>	<b>584</b>	<b>91%</b>	<b>484</b>	<b>75%</b>	<b>663</b>	<b>64%</b>

**NOTES:** In 2023, the title SAO (Service Area Office) was changed to "District". Sudbury SAO became "North" District.

Compliance Orders are being followed up sooner (often shortly after the due date).

TABLE 4	Administrative Monetary Penalties
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An AMP is issued for failure to comply with a requirement, which results in a compliance order and during the previous three years the licensee failed to comply with the same requirement.

DISTRICT or Service Area Office (SAO)	Amount of Administrative Monetary Penalty (AMP)													
	2023							2022						
	\$500	\$1,100	\$2,200	\$5,500	\$11,000	\$25,000	Totals	\$500	\$1,100	\$2,200	\$5,500	\$11,000	\$16,500	Totals
LONDON	1 \$500	14 \$15,400	0 \$0	11 \$60,500	0 \$0	1 \$25,000	27 \$101,400		3		3			6
CENTRAL WEST	1 \$500	2 \$2,200	1 \$2,200	0 \$0	0 \$0	0 \$0	4 \$4,900		4		4	1	1	10
HAMILTON	2 \$1,000	10 \$11,000	0 \$0	4 \$22,000	0 \$0	0 \$0	16 \$34,000	1	2					3
TORONTO	2 \$1,000	6 \$6,600	1 \$2,200	7 \$38,500	4 \$44,000	0 \$0	20 \$92,300		4	1	3			8
CENTRAL EAST	5 \$2,500	17 \$18,700	5 \$11,000	14 \$77,000	3 \$33,000	1 \$25,000	45 \$167,200		6		4			10
OTTAWA	5 \$2,500	5 \$5,500	2 \$4,400	2 \$11,000	0 \$0		14 \$48,400		1					1
NORTH (SUDBURY)	0 \$0	0 \$0	1 \$2,200	2 \$11,000	0 \$0	0 \$0	3 \$13,200	1	5		3			9
Sub-totals Invoiced	16 \$8,000	54 \$59,400	10 \$22,000	40 \$220,000	7 \$77,000	2 \$75,000	129 \$461,400	2	25	1	17	1	1	47
2023	TOTAL # of AMPs 128		TOTAL INVOICED \$455,900											

**TABLE 5: Summary of Compliance Orders and Director Referrals**

issued in all MOHLTC Inspections during 2018-2023

**By Problem Category** (category definitions are available)

District**** /SAO	NON-COMPLIANCE CATEGORY																																
	Nursing & Personal Care			Care Plan			Resident Rights			Medication Issues			Dietary			Infection*** Control (IPAC)			Other Safety Hazards			Maintenance Issues			Facility Management Quality Assurance			Staff Abuse or Neglect**			2023 Sub-Totals		
	#COs	DRs	DOs	#COs	DRs	DOs	#COs	DRs	DOs	#COs	DRs	DOs	#COs	DRs	DOs	#COs	DRs	DOs	#COs	DRs	DOs	#COs	DRs	DOs	#COs	DRs	DOs	#COs	DRs	DOs			
London	15	0	0	15	0	0	6	0	0	19	0	0	5	0	0	3	0	0	13	0	0	7	0	0	26	0	0	2	0	0	111	0	0
Central West	9	0	0	5	0	0	6	0	0	4	0	0	2	0	0	2	0	0	9	0	0	4	0	0	15	0	1	4	0	0	60	0	1
Hamilton	3	0	0	10	0	0	3	0	0	4	0	0	2	0	0	13	0	0	11	0	0	2	0	0	16	0	1	4	0	0	68	0	1
Toronto	7	0	0	8	0	0	11	0	0	7	0	0	2	0	0	15	0	0	14	0	0	0	0	0	16	0	0	5	0	0	85	0	0
Central East	13	0	0	13	0	0	8	0	0	9	0	0	18	0	0	24	0	0	24	0	0	7	0	0	16	0	2	10	0	0	142	0	2
Ottawa	15	0	0	9	0	0	8	0	0	10	0	0	2	0	0	8	0	0	18	0	0	2	0	0	10	1	1	5	0	0	87	1	1
Sudbury/North	4	0	0	2	0	0	4	0	0	1	0	0	2	0	0	3	0	0	9	0	0	1	0	0	5	1	0	3	0	0	34	1	0
2023 Totals	66	0	0	62	0	0	46	0	0	54	0	0	33	0	0	68	0	0	98	0	0	23	0	0	104	2	5	33	0	0	587	2	5
2022 Totals	67	1	0	37	0	0	32	1	0	48	0	0	23	2	0	102	2	0	60	2	0	14	1	0	60	3	4	35	0	1	478	10	5
2021 Totals	109	3	0	56	2	0	54	1	2	49	1	0	42	1	0	Combined with			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	Other Safety			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		Hazards			94	9		26	0		208	15		Included under		805	54	0	
2018 Totals	101	2		84	4		134	11		54	7		25	1					104	7		14	2		202	22		Resident Rights		718	56	0	

**LEGEND:** **CO** Compliance Order  
**DR** Referral to the Director (of Compliance)  
**DO** Director's Order

**NOTES:** \*\*\*\* In 2023, the title SAO (Service Area Office) was changed to "District". Sudbury SAO became "North" District.  
\*\*\* In 2022 we made Infection Control a separate category from Other Safety Hazards.  
\*\* Prior to 2020, Abuse and Neglect by Staff was included in Residents' Rights.  
\* In 2020 there were 6 Directors' Orders (DOs) for Mandatory Management, which are listed under Facility Management. In 2018 and 2019, we did not separate DOs from DRs.