



PROTECTEUR
DU CITOYEN

INTERVENTION REPORT (EXCERPTS)

**Intervention at Ressource de
Lanaudière, an intermediate resource,
and at Maison l'Étincelle, a private
seniors' residence**

Québec City, January 13, 2023

THE INTERVENTION

The Québec Ombudsman received a report alleging that there were shortcomings regarding the safety of the residents and the quality of the care and services delivered in a private seniors' residence (RPA) and in an intermediate resource (RI).

The reported elements cast doubt on the safety of the environment which houses a vulnerable client population. The Québec Ombudsman decided to examine the organization and operation of the RI and of the RPA, as well as their relations with Centre intégré de santé et de services sociaux (CISSS) de Lanaudière. The purpose of the Québec Ombudsman's intervention is to ensure that the residents' rights are upheld.

More specifically, the investigation concerns RI Ressource de Lanaudière, under an agreement with CISSS de Lanaudière, and RPA Maison l'Étincelle. Ressource de Lanaudière Inc. operates the RI and the RPA, located in the same building in Terrebonne.

In this report, RI-RPA is the term used when the facility's RI and RPA components are both concerned.

THE CONCLUSION

The resource in question in this report is a recently opened living environment whose start-up was marked by lack of preparation, organization and supervision. The investigation brought into relief the importance of developing and maintaining a collaborative relationship between the RI-RPA and CISSS de Lanaudière, which can be a challenge to achieve harmoniously. In fact, all sides can recognize and identify the difficulties.

As the Québec Ombudsman sees it, there is every reason to believe that the quality of the services and the safety of the premises and practices will improve given the actions underway and the CISSS's support.

THE RECOMMENDATIONS

Given the preceding, the Québec Ombudsman recommends that RI Ressource de Lanaudière and RPA Maison l'Étincelle:

R-1 Produce an action plan for ensuring rigorous monitoring of the implementation of the Québec Ombudsman's recommendations;

By April 30, 2023, send the Québec Ombudsman a copy of the action plan and, every three months, a detailed report of the results achieved and the measures put in place.

- R-2** Increase the supervision of the residents during the night shifts immediately;
- R-3** Continuously **apply** the measures to prevent at-risk residents from wandering;
- R-4** **Ensure** that the staff on duty know and apply post-fall procedures;
- R-5** **Ensure** that the procedures for declaring incidents or accidents and their disclosure are known by all staff members as soon as they begin their jobs;
- R-6** **Make** available to the staff an information-sharing and professional-consultation protocol regarding the needs of the client population with disruptive behaviours;
- R-7** **Produce** an action plan for periodically consolidating staff training in approaches when the neurocognitive disorders of residents are involved;
- R-8** **Comply with** training requirements regarding the safe movement of residents and applying Bill 90, notably by making arrangements with the school service centre;
- R-9** Immediately **train** all staff in using work and clinical monitoring tools;
- R-10** **Strengthen** the collaborative ties between the RI-RPA staff and CISSS workers by promoting the expertise and tools proposed by the latter;

By April 30, 2023, inform the Québec Ombudsman about the measures for achieving these objectives.

The Québec Ombudsman recommends that CISSS de Lanaudière:

- R-11** **Be** constantly **watchful** in order to ensure that the basic care and services provided to RI-RPA residents are of good quality;
- R-12** Formally **notify** the RI-RPA of any departure from their contractual obligations as soon as it is noticed;
- R-13** **Ensure** that CISSS de Lanaudière's procedure for reporting undesirable events is applied when incidents or accidents involving RI Ressource de Lanaudière residents are declared;
- R-14** **Distribute** the revised fall protocol at RI Ressource de Lanaudière as soon as the protocol is available.

By April 30, 2023, inform the Québec Ombudsman about the measures for achieving these objectives.

The Québec Ombudsman recommends that CISSS de Lanaudière, RI Ressource de Lanaudière and RPA Maison l'Étincelle:

- R-15** **Clarify** the roles and responsibilities of each of the parties.

By April 30, 2023, inform the Québec Ombudsman about the measures for achieving these objectives.

Expected follow-up

In accordance with the provisions of the *Act respecting the Health and Social Services Ombudsman*, within 30 days of receiving this report, the operator must inform the Québec Ombudsman of whether it intends to implement the recommendations made to it regarding RI Ressource de Lanaudière and RPA Maison l'Étincelle, or of the reasons if the operator has decided not to act on them.

The Québec Ombudsman must also be informed, within 30 days of receiving this report, of whether CISSS de Lanaudière intends to implement the recommendations made to it, or of its reasons if it has decided not to act on them.



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