

Intervention report (excerpts)

Intervention at Domaine La Marguerite, a private seniors' residence

Québec City, August 8, 2017

The intervention

The Québec Ombudsman received a report about various problems with user safety, meals, staff training, the physical environment and infection prevention observed in a private seniors' residence.

Conclusion

The investigation by the Québec Ombudsman revealed that the residence only complied with standards and criteria when it was forced to. The Québec Ombudsman noted that some of the failings reported among the eight grounds cited were unsubstantiated. Notably, the personnel have the training required by the *Regulation respecting the conditions for obtaining a certificate of compliance*. Furthermore, the new director encourages the work team to further their training. Other report elements have been rectified or are about to be, e.g. food improvements; medication administration forms and accident-incident log, filled out since February-March 2017. While the residence seems to have been moving towards compliance in the past year, certain repeatedly demanded corrective measures, including criminal record checks, have not been put in place.

The Québec Ombudsman also noted a lack of promptness, rigorous monitoring and enthusiasm by the authorities responsible for the CISSS in ensuring that the residence meets and effectively maintains compliance conditions, notwithstanding a succession of plans and inspections that suggest the opposite. The CISSS must let the private seniors' residences within its territory know that refusal to comply with the Regulation will lead to consequences.

The Québec Ombudsman is critical that the CISSS allowed situations that are potentially harmful to residents to persist for so long.

Recommendations

Given the preceding, the Québec Ombudsman recommends that Résidence Domaine La Marguerite:

- R-1** **Ensure** that criminal record checks of the Residence operator and all personnel be completed by October 31, 2017;
- R-2** **Provide**, at all times, safe access to the building based on the client populations admitted so as to make it easier for people who have trouble using the stairs;
- R-3** **Ensure** that the elevator is up to code, by, among other things, enabling it to stop flush with the floor;

R-4 Ensure that the members of its personnel read the *Guide de prévention des infections dans les résidences privées pour aînés*, and do a post-mortem on the situation when there are scabies outbreaks;

By October 31, 2017, inform the Québec Ombudsman about the measures taken to act on the recommendations.

To Centre intégré de santé et de services sociaux (CISSS) du Bas-Saint-Laurent:

R-5 Ensure that the Residence complies with all the standards and criteria of the *Regulation respecting the conditions for obtaining a certificate of compliance*, obtain concrete proof and report to the Québec Ombudsman on follow-up to the last cooperation plan with CISSS players;

R-6 Establish a procedure for the sustainable compliance addressed in recommendation R-5 by supervising the Residence's administrative staff;

R-7 Define, through a procedure providing for escalating means in cases of repeated non-compliance, the means used by the CISSS to ensure ongoing compliance with the *Regulation respecting the conditions for obtaining a certificate of compliance* and follow-up on the concrete application of the corrective measures that Bas-Saint-Laurent private seniors' residences are instructed to implement;

By October 31, 2017, inform the Québec Ombudsman about the measures taken to act on recommendations R-5 to R-7.

Expected follow-up

As provided for in the *Act respecting the Health and Social Services Ombudsman* (CQLR, c. P-31.1), within 30 days of receiving this report, the institution must inform the Québec Ombudsman that it agrees to implement the recommendations made to it, or if the institution has decided not to act on them, of the reasons for it.