

## **Intervention report (excerpts)**

Intervention at Centre intégré de santé et de services sociaux de la Gaspésie

Québec City, June 14, 2018

### **The intervention**

The Québec Ombudsman received reports concerning Centre intégré de santé et de services sociaux de la Gaspésie. These reports described multiple failings within the living environment, Villa Maria, an intermediate resource under agreement with the institution. These deficiencies had persisted for several years, without any significant or sustainable improvement of the situation.

In light of the information in the reports and the risk of harm for the people concerned, the Québec Ombudsman decided to intervene. The purpose of the intervention was to ensure that residents' rights are respected and that they are provided adequate care and services.

### **Conclusion**

The investigation revealed disturbing and recurrent lapses in the quality of the services and of the living environment offered by Villa Maria, an intermediate resource under agreement with Centre intégré de santé et de services sociaux de la Gaspésie. The shortcomings regarding personal care, food, activities and medication were particularly worrisome and persistent.

Further to an administrative investigation, the public institution intensified its monitoring and supervision in the resource. According to the information gathered, the CISSS's intensified actions made it possible to stabilize the situation for the time being.

The Québec Ombudsman feared that the quality of care and services provided to residents would decrease if the CISSS reduced the intensity of its monitoring and supervision on site. That is why it recommended that the CISSS ensure tight supervision and a daily presence at the resource for as long as people are referred there.

### **Recommendation**

In light of the preceding, the Québec Ombudsman recommended the following to Centre intégré de santé et de services sociaux de la Gaspésie concerning Villa Maria intermediate resource:

- R-1 Maintain tight supervision and a daily presence at Villa Maria intermediate resource so that the care, services and living environment provided to the residents prove adequate for as long as people are referred there.

By July 31, 2018, Centre intégré de santé et de services sociaux de la Gaspésie must inform the Québec Ombudsman of the measures taken for that purpose.

**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 of whether or not it intends to implement the recommendation made to it, or of its reasons if it has decided not to act on it.