

Intervention report (excerpts)

Intervention at Centre d'hébergement Herron

The intervention

The Québec Ombudsman received a report about various failings observed in a private residential and long-term care centre (CHSLD) which is not under contract with a public institution:

- ▶ problems with assistance and nursing care;
- ▶ lack of care continuity;
- ▶ food that was criticized;
- ▶ the personnel's flawed approach with residents with cognitive disorders;
- ▶ difficult communication between those in charge of the centre and families;
- ▶ dissatisfaction concerning the complaint examination system.

Given the information brought to its attention, the Québec Ombudsman decided to carry out an intervention so as to ensure that the residents receive quality care and services and that their rights are upheld.

Conclusion

The investigation by the Québec Ombudsman showed that care and service organization at the CHSLD responded adequately to the needs of its current residents. However, since the CHSLD administrators would like to have several unoccupied beds filled, the Québec Ombudsman cautioned them that there should be a sufficient number of properly trained personnel to accommodate the increase, with a view to achieving the minimum ratios required by the Ministère de la Santé et des Services sociaux and according to the Voyer scale.

The Québec Ombudsman also noted difficult communication between the administrators and the families of a few of the residents. It also saw that not all of the personnel had the same understanding of the complaint examination procedure. Furthermore, the procedure did not comply with the prescriptions of the *Act respecting health services and social services*. The latter remark concerns the role and mandate of the users' committee, all members of which had simultaneously resigned the spring before.

Lastly, the Québec Ombudsman acknowledged that the CHSLD has been engaged in a process of continuous improvement since last year.

Recommendations

Given the preceding, the Québec Ombudsman recommended that CHSLD Herron:

- R-1** **Ensure** that there are sufficient and trained staff so that nursing care and assistance respond adequately to the residents' needs, taking into account the steps taken to increase the client population.

- R-2** **Ensure** that adequate, complete and comprehensible information is provided to residents and their family as soon as residents are admitted, notably concerning the financial aspects of residency, so that an informed decision can be made.
- R-3** **Produce** a complaint examination procedure that complies with the Act and publicize it to the residents and their family.
- R-4** **Take** the necessary means so that the service quality and complaints commissioner has the required tools to exercise his or her mandate neutrally, independently and in complete confidentiality.
- R-5** **Foster** the proper operation of the users' committee and respect its legal mandate.

By October 31, 2017, inform the Québec Ombudsman about the measures taken in response to its recommendations.

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.