

Intervention report (excerpts)

Intervention at C.H.S.L.D. Jean XXIII inc.

The intervention

The Québec Ombudsman received reports concerning the quality of the care, services and environment provided to the residents of C.H.S.L.D. Jean XXIII inc. Given the information in the reports and the risk of harm to the people concerned, the Québec Ombudsman decided to intervene. The purpose was to ensure that the rights of the residents are upheld and that their living environment is adequate.

Conclusion

The Québec Ombudsman received reports concerning the quality of care and services at C.H.S.L.D. Jean XXIII inc., a non-contractual residential and long-term care centre (CHSLD) located in Montréal. Since August 2016, the centre had received several recommendations and instructions for improvements from MSSS, as well as from the service quality and complaints commissioner and an external consultant.

The investigation by the Québec Ombudsman showed that several of the former recommendations and instructions for improvements made to the CHSLD had no substantive effect on the quality of the environment or on the care and services provided to the residents.

This raised the question of the ability of the residence to comply with the requirements that apply to all CHSLDs, given its smallness and physical layout. In light of these findings, the CHSLD would be well advised to consider its mission and the possibility of shifting towards another status and structure, in conjunction with its territory's public institution and the Ministère de la Santé et des Services sociaux.

If it wishes to continue to operate as a CHSLD, the institution must proceed to fully implement several of the corrective measures. Should the improvements prove unsatisfactory, MSSS should re-examine the merits of maintaining the CHSLD permit held by the residence in question.

Recommendations

Given the preceding, the Québec Ombudsman recommends that C.H.S.L.D. Jean XXIII inc.:

- R-1** **Draft** detailed residential, care and service contracts in collaboration with the residents and their families.

By March 31, 2018, C.H.S.L.D. Jean XXIII inc. must provide the Québec Ombudsman with examples of the contracts with the residents and their families.

- R-2 Implement** all the recommendations by MSSS (August 2016), the service quality and complaints commissioner (March 2017) and the external consultant (July 2017).

By June 30, 2018, C.H.S.L.D. Jean XXIII inc. must demonstrate that all the recommendations have been implemented to the satisfaction of MSSS, the new service quality and complaints commissioner and the external consultant.

The Québec Ombudsman also recommends that Centre intégré universitaire de santé et de services sociaux de l'Est-de-l'Île-de-Montréal (CIUSSS), as a body concerned:

- R-3 Support** C.H.S.L.D. Jean XXIII inc. in implementing the recommendations by MSSS (August 2016), by the service quality and complaints commissioner (March 2017) and by the external consultant (July 2017).

By June 30, 2018, the CIUSSS must update the Québec Ombudsman on the situation.

The Québec Ombudsman also recommends that the Ministère de la Santé et des Services sociaux (MSSS), as a body concerned:

- R-4 Support** C.H.S.L.D. Jean XXIII inc. in implementing the recommendations by MSSS (August 2016), by the service quality and complaints commissioner (March 2017) and by the external consultant (July 2017).

By June 30, 2018, MSSS must update the Québec Ombudsman on the situation in the residence concerned.

- R-5** Should there be no satisfactory improvement in the situation at C.H.S.L.D. Jean XXIII inc. by June 30, 2018 during the implementation of R-4:

Re-examine the merit of maintaining the CHSLD permit held by C.H.S.L.D. Jean XXIII inc.

By July 31, 2018, MSSS must inform the Québec Ombudsman about the outcome of the re-examination process, if such process was undertaken.

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 bodies concerned must inform the Québec Ombudsman of the actions to be taken as a result of the recommendations in the report, or if they have decided not to act on them, of the reasons for it.