

## **Intervention report (excerpts)**

Intervention at Centre d'hébergement et de soins de longue durée  
de Saint-Lambert-sur-le-Golf inc.

April 10, 2019

### **The intervention**

The Québec Ombudsman received a report concerning Centre d'hébergement et de soins de longue durée (CHSLD) de Saint-Lambert-sur-le-Golf inc. The report revealed high staff turnover and care team shortages. It would seem that this situation had lasted several months and affected the personal care and assistance provided to the residents.

The following alleged failings were emphasized:

- Personal care was not necessarily provided to the residents daily or even once or twice a week;
- As for assistance, the residents were not helped with meals the way they should have been. The response time to call bells or when incontinence briefs needed changing were lengthy. Residents were gotten out of bed late and breakfast was late. Some residents were sometimes left in bed for more than 24 hours. It was noted that the care attendants were hasty in providing certain forms of care;
- In terms of care organization, the care attendants were not sufficiently supervised and the people in charge had trouble replacing absent personnel.

### **Conclusion**

The investigation by the Québec Ombudsman showed that despite certain measures by the CHSLD to remedy staff shortages on various shifts, there were repercussions on the quality of the care provided to residents. When there were staff shortages, the reorganization of tasks meant that certain care and services were delayed or omitted and affected the residents' quality of life.

However, the investigation also showed that the residents' safety was not at risk nor were there serious health effects. Instead, the Québec Ombudsman's delegates saw that the CHSLD was trying to limit the repercussions of staff shortages on the client population.

The Québec Ombudsman is aware of the issues related to staff shortages and of the CHSLD's action to meet residents' needs under such circumstances. The fact nonetheless remains that the CHSLD must at all times ensure the quality of the care and services provided. Consequently, the Québec Ombudsman made two recommendations.

## Recommendations

Given the preceding, the Québec Ombudsman recommended that Centre d'hébergement et de soins de longue durée de Saint-Lambert-sur-le-Golf inc.:

**R-1** **Take** the necessary measures so that all decisions about delayed or omitted care are documented for every resident in order to ensure effective follow-up;

By June 1, 2019, inform the Québec Ombudsman of the measures for that purpose.

**R-2** **Ensure** that the nurses on each work shift validate all decisions concerning delayed or omitted care for every resident and that they convey this information to the staff on the next shift;

By June 1, 2019, inform the Québec Ombudsman of the measures for that purpose.