

Intervention report (excerpts)

Intervention concerning Résidence Bellerive, a private seniors' residence, and Centre intégré universitaire de santé et de services sociaux de l'Est-de-l'Île-de-Montréal

The intervention

The Québec Ombudsman received a report concerning Résidence Bellerive (the residence), a private seniors' residence. The comprehensive report indicated in particular that:

- ▶ the needs of the residents are far too serious for the residence to be able to respond to them;
- ▶ there are major flaws in nursing care;
- ▶ the personnel lack training and people skills;
- ▶ the personnel do not have the material and equipment needed to do their job.

Given the information in the report and the risk of harm to the people concerned, the Québec Ombudsman intervened regarding the residence. The purpose was to ensure that the residents are respected and that they are provided an adequate living environment.

Legal and administrative background

The facility in question operates as a private seniors' residence. It therefore must comply with the *Regulation respecting the conditions for obtaining a certificate of compliance and the operating standards for a private seniors' residence*. CIUSSS du Centre-Sud, which covers all private seniors' residences on the Island of Montréal, is responsible for enforcing the Regulation.

Conclusion

The investigation revealed major shortcomings in the quality of the services and living environment provided by Résidence Bellerive, under agreement with Centre intégré universitaire de santé et de services sociaux de l'Est-de-l'Île-de-Montréal.

The clinical and administrative disorganization, lack of care and service continuity, and persistent failings in nursing care were especially disturbing in terms of the residents' health and safety.

Recommendations were therefore made to the public institutions responsible for supervising the residence's activities. One of its recommendations was that the institutions terminate their agreement with the residence and refuse to renew its certificate of compliance should it fail to achieve satisfactory improvement of the situation by July 31, 2018.

Recommendations

Given the findings of the investigation conducted, the Québec Ombudsman recommended the following to Centre intégré universitaire de santé et de services sociaux de l'Est-de-l'Île-de-Montréal (CIUSSS de l'Est) concerning Résidence Bellevue, a private seniors' residence:

R-1 **Closely monitor** the residence and be on site daily to ensure that the basic care provided to current residents is adequate.

By April 15, 2018, CIUSSS de l'Est must inform the Québec Ombudsman about the measures taken for that purpose.

R-2 **Stop** new referrals to the residence given the disorganized care and services provided and the multiple shortcomings observed during this investigation.

By April 15, 2018, CIUSSS de l'Est must provide the Québec Ombudsman with confirmation that this measure has been established.

R-3 **Ensure** close monitoring of the situation at the residence based on the findings in this intervention report.

The CIUSSS must, as of April 30, 2018, inform the Québec Ombudsman monthly about developments at the residence.

R-4 Should there be no satisfactory improvement of the situation at the residence by July 31, 2018, while recommendation R-3 is being implemented:

Terminate the service agreement with the residence.

By July 31, 2018, the CIUSSS must inform the Québec Ombudsman about the follow-up to this recommendation.

R-5 **Carry out** a quality audit of the care and services provided at all other private seniors' residences with which it has a service contract.

By July 31, 2018, CIUSSS de l'Est must inform the Québec Ombudsman of the results of this audit.

The Québec Ombudsman also recommends the following to Centre intégré universitaire de santé et de services sociaux du Centre-Sud-de-l'Île-de-Montréal (CIUSSS du Centre-Sud) concerning Résidence Bellevue, a private seniors' residence:

R-6 **Ensure** close monitoring of the situation at the residence based on the findings in this intervention report.

The CIUSSS must, as of April 30, 2018, inform the Québec Ombudsman monthly about developments at the residence.

R-7 Should there be no satisfactory improvement of the situation at the residence by July 31, 2018, while recommendation R-6 is being implemented:

Refuse to renew the residence's certificate of compliance, which expired more than three months ago.

By July 31, 2018, the CIUSSS must, if applicable, inform the Québec Ombudsman about the follow-up to this recommendation.

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, both institutions concerned must inform the Québec Ombudsman of whether they have approved the recommendations made to them, or if they have decided not to act on them, of the reasons for it.