

Intervention report (excerpts)

Intervention at Résidence Brooks, a private seniors' residence

The intervention

The Québec Ombudsman received reports concerning the quality of the care, services and environment offered to the residents at Résidence Brooks, a private seniors' residence. The report denounced flaws related to:

- ▶ staff training;
- ▶ the hygiene and safety of the premises;
- ▶ bedbugs;
- ▶ administration of the residents' property;
- ▶ the extent of the residents' needs.

Given the nature of the reports and the risk of harm for the people concerned, the Québec Ombudsman decided to intervene on its own initiative. The purpose of the intervention was to ensure that the residents' rights are upheld and that they are provided an adequate living environment.

Conclusion

The investigation revealed major defects in the quality of services and the living environment provided at Résidence Brooks. The most worrisome problems included administration of the residents' property and the extent of the client population's needs. More generally, the investigation showed that the ability of those in charge of the residence to properly assess their clients' needs and provide adequate care and services was deficient.

The Québec Ombudsman remains optimistic that significant improvements can be made by those in charge of the residence. Several recommendations aimed at such improvement have been made to the residence and to the institution responsible for it. However, should satisfactory corrective measures fail to be implemented, the Québec Ombudsman recommends that the Centre intégré universitaire de santé et de services sociaux proceed to revoke the residence's certificate of compliance.

Recommendations

Given the results of the investigation conducted, the Québec Ombudsman recommends the following for Résidence Brooks (hereinafter the residence):

R-1 Draft, based on the assessment recommended to Centre intégré universitaire de santé et de services sociaux de l'Estrie – Centre hospitalier universitaire de Sherbrooke (R-8), a safety plan with a timeline for the building and the common areas offered to residents.

By August 31, 2017, the residence must provide the Québec Ombudsman with a copy of the plan and details as to the concrete means established to ensure that the plan is implemented.

R-2 Adopt a janitorial program making it possible to clean residents' rooms as frequently as required by the residents' situation and state of health.

By September 30, 2017, the residence must provide the Québec Ombudsman with a copy of the program and details as to the concrete means established to ensure that the program is implemented.

R-3 Obtain an updated status report from a professional exterminator in order to assess the effectiveness of the measures taken to resolve the bedbug problem.

By September 30, 2017, the residence must provide the Québec Ombudsman with a copy of the assessment report by the professional exterminator.

R-4 Inform the personnel, partners and residents, as well as their families, about developments regarding the bedbug infestation.

By September 30, 2017, the residence must inform the Québec Ombudsman about the measures taken for this purpose.

R-5 Make its administration of residents' property transparent and rigorous, notably regarding the consignment of transactions, collection of supporting documents and respect for the principle of the exclusive use of the property by the owner.

By September 30, 2017, the residence must inform the Québec Ombudsman about the measures taken for this purpose.

R-6 Establish a procedure for periodically identifying residents who have moderate to severe loss of autonomy using the PRISMA-7 questionnaire.

By September 30, 2017, the residence must provide the Québec Ombudsman with a copy of the procedure and indicate the measures put in place to ensure procedure application.

R-7 Establish a procedure for informing Centre intégré universitaire de santé et de services sociaux de l'Estrie – Centre hospitalier universitaire de Sherbrooke about the situation of any resident identified as having moderate to severe loss of autonomy using the PRISMA-7 questionnaire.

By September 30, 2017, the residence must provide the Québec Ombudsman with a copy of the procedure and indicate the measures put in place to ensure procedure application.

The Québec Ombudsman also recommends the following for Centre intégré universitaire de santé et de services sociaux de l'Estrie – Centre hospitalier universitaire de Sherbrooke (hereinafter CIUSSS):

R-8 Assess the safety of the physical environment provided to the residents.

By August 15, 2017, the CIUSSS must provide the Québec Ombudsman with a copy of this assessment and indicate the means employed to inform the residence of the results.

R-9 Ensure that the financial support for the purchase of services provided to the residents is used to pay for the care and services they really receive.

By September 30, 2017, the CIUSSS must inform the Québec Ombudsman about the measures taken for this purpose.

R-10 Intensify monitoring of the residents so as to be more watchful regarding changes in the client population's needs and more quickly identify situations in which residents' needs exceed the capacity of the available resources.

By September 30, 2017, the CIUSSS must inform the Québec Ombudsman about the measures taken for this purpose.

R-11 Ensure close monitoring of the situation at the residence based on the findings in this intervention report regarding staff training, the hygiene and safety of the premises, bedbugs, the administration of property and the extent of the residents' needs.

From July 31, 2017, to January 31, 2018, the CIUSSS must inform the Québec Ombudsman monthly about the situation at the residence.

R-12 In the absence of satisfactory improvement in the situation at the residence by January 30, 2018, in the context of implementing recommendation R-11:

Revoke the residence's certificate of compliance.

By January 30, 2018, the CIUSSS must inform the Québec Ombudsman about 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, 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.