

Intervention report (excerpts)

Intervention at Le 1313 Chomedey, a private seniors' residence

The intervention

The Québec Ombudsman received a report describing various failings at a private seniors' residence concerning:

- The disrespectful attitude and behaviour of members of the personnel and of the chief executive officer;
- The quality of the food and of the service at the dining room;
- The upkeep of the premises;
- The safety risks for the residents in emergency situations.

These shortcomings were said to adversely effect the residents' quality of life.

Conclusion

Further to investigating, the Québec Ombudsman made three recommendations. Two of them were for Le 1313 Chomedey to remind all of its personnel of the importance of having a relational approach tailored to the client population and of respecting its obligation to at all times inform CISSS de Laval of situations in which it is found that a resident's physical or mental health requires care or services that exceed what it can offer or poses a safety risk. The third recommendation was made to CISSS de Laval to ensure adequate support and monitoring at the residence and to the residents with reduced autonomy.

Recommendations

Given the preceding, the Québec Ombudsman recommended that Le 1313 Chomedey residence:

- R-1 **Remind** all personnel of the importance of always using a relational approach with the residents that is appropriate, courteous, fair, understanding and respectful of their dignity, autonomy and needs;
- R-2 **Establish** means for quickly detecting situations in which it is found that a resident's physical or mental health requires care or services that exceed what it can offer or poses a safety risk, and for informing CISSS de Laval without delay.

Inform the Québec Ombudsman of the follow-up to each of these objectives by March 30, 2018.

Given the preceding, the Québec Ombudsman recommended that Centre intégré de santé et de services sociaux de Laval:

- R-3 **Ensure** adequate support and monitoring at Le 1313 Chomedey residence and to the residents in situations in which it is found that a resident's physical or mental health requires care or services that exceed what it can offer or poses a safety risk, notably, a

clear procedure for the two partners, adequate information, the expertise of its human resources and its slate of care and services.

Inform the Québec Ombudsman of the follow-up to this objective by March 30, 2018.

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, Le 1313 Chomedey private seniors' residence and Centre intégré de santé et de services sociaux de Laval must inform the Québec Ombudsman of whether they intend to implement the recommendations respectively made to them, or if they have decided not to act on them, of the reasons for it.