



Office of the Auditor General of Ontario
Bureau de la vérificatrice générale de l'Ontario

Value-for-money audit of:

Long-term-care Home Quality Inspection Program

2015 Annual Report, Section 3.09

Background

- Ontario has about 630 long-term-care homes for adults who cannot live independently and/or who need round-the-clock nursing care
- Homes care for almost 78,000 residents, most of whom are more than 65 years old
- Ministry funding to homes was about \$3.6 billion in 2014/15
- Ministry conducts four types of home inspections: comprehensive, critical-incidents, complaints and follow-ups



Audit Objective

Assess whether effective systems and procedures were in place to:

- ensure that inspections of homes are conducted efficiently and consistently across the province on a timely basis, and in compliance with applicable legislative requirements; and
- measure and report on the effectiveness of the inspection program as it relates to quality of care and quality of life for residents in LTC homes.



Overall Conclusions

- Ministry does not do enough to address repeated non-compliance in certain homes
- Ministry should provide public with better information about homes to allow them to make informed decisions
- Homes are given inconsistent timelines to fix issues previously identified by inspectors



Specific Findings

- Backlog of inspections triggered by complaints and critical incidents doubled between December 2013 and March 2015, from 1,300 to 2,800
- Ministry did not prioritize comprehensive inspections based on homes' risk level
- 30% of homes did not have automatic sprinklers installed as of March 2013
- Ontario law sets no minimum ratio for front-line staff to residents



Recommendations

- Identify reasons for the significant change in the number of complaints and critical incidents
- Track, monitor and prioritize complaints, critical incidents and orders that are overdue for inspection
- Establish a clear policy for inspectors to use in determining an appropriate timeframe for homes to comply with orders
- Strengthen enforcement to promptly address homes with repeated non-compliance issues



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