



OANHSS

LTCHA Implementation
MEMBER SUPPORT PROJECT

Overview of the LTC Quality Inspection Program (LQIP)

For All Staff & Contracted Staff

Release date: October 29 2010

Ontario Association of Non-Profit Homes & Services for Seniors

7050 Weston Road, Suite 700, Woodbridge, Ontario L4L 8G7 (P) 905-851-8821 (F) 905-851-0744 www.oanhss.org

Quality Inspection Process and Protocols

At the completion of this presentation you will:

- Understand the changes in the inspection process
- Be prepared for Compliance Inspection
- Know how to implement procedures relevant to your job requirements
- Understand the implications for the home of non-compliance
- Walk the Talk - be a role model
- Work together with the team including Residents and Families

Inspection Process and Protocols

All homes will experience an annual inspection (unannounced) before December 31, 2011

What are some of the things I need to know?

Inspectors will ask you questions about programs, policies and procedures including:

- Nursing and Personal Support
- Recreation and Social Activities
- Housekeeping
- Maintenance Services
- Nutrition Care and Dietary Services
- Medical Services
- Religious and Spiritual Practice

Inspection

You will be expected to:

- Know the answer to questions about policies, procedures, or programs, or at least where to find the information
- Carry out the work in keeping with the program and training you received
- Be familiar with resident care plans

Note: Inspectors will observe you working in the home

Inspection

Some examples of what can happen during an inspection:

- Anyone working in the home could be asked about the resident's bill of rights, home mission statement, various policies
- Observation in the Dining Room – the inspector will look for sufficient staff to assist residents, staff talking with residents, a positive dining experience/relaxed atmosphere and a planned menu, whether the plan of care is being followed for individual residents

Inspection

Anyone could be asked about:

- Residents' Bill of Rights
- Home Mission Statement
 - What are they?
 - Where to find them in the home?

Inspection

Anyone could be asked about procedures for:

- Fire Prevention and Safety
- Emergency and Evacuation
- Handling Complaints
- Infection Control - Safe and Correct Use, Cleaning, Sanitizing of Equipment, Hand Hygiene, Modes of Transmission, Use of Personal Protective, Equipment

Inspection

Anyone could be asked about Home Policies including:

- Zero Tolerance for Abuse or Neglect of Residents
- Mandatory Reporting
- Whistle Blowing Protections
- Minimizing Restraining

Inspection

Direct Care Staff could be asked about:

- A current plan of care for a specific resident they are working with
- A resident's history of falls, types of interventions that have been tried to prevent and manage falls for the resident
- Access to equipment for safely transferring a resident
- Types of interventions that have been tried to promote continence for a resident
- Risks related to restraining a resident, plan of care for restraining a specific resident, etc

Inspection

Direct Care Staff could be asked about Interventions including:

- To prevent and manage falls
- To promote continence and manage incontinence
- For pain control and management
- For skin and wound care

Now the quiz...

- What is the home's mission statement and where is it found?
- What is the home complaint procedure?
- What do we mean by whistle blowing?
- What questions could be asked during an inspection?
- Questions for direct care staff
(insert some examples relevant to your home)