

Long-Term Care Eviction

The patient:

Grace Denyer, 80 years old. She suffers from dementia; had a stroke in August 2011, and has a pacemaker. She is unable to walk or feed herself and has limited speech ability. She was designated as a long-term-care patient and her condition was assessed as stable on the day (March 6) she was evicted and dropped off at the Emergency Department of the Grey Nuns Community Hospital in Edmonton.

The timeline:

- **January 2010:** Assessed as in need of long-term care at Sturgeon Hospital, St. Albert.
- **February 3, 2010:** Admitted to Youville Home, St. Albert.
- **February 2010:** Physical state and abilities have dramatically and significantly deteriorated.
- **February 2011:** Has severe chest cold/infection. Family has to insist on treatment.
- **March 2011:** Family notices break down of skin in her peri area. This continues for nearly nine months and worsens until she has open, bleeding wounds. Wounds only improve when she is removed from the facility. She is also now suffering from chronic Urinary Tract Infections (UTIs).
- **May 2011:** Rash and sores on swollen legs and face; family insists on treatment,
- **August 12/13, 2011:** Suffers a stroke and fractured elbow. She goes untreated and unassessed for five days, despite requests from her family.
- **August 17, 2011:** Admitted to Misericordia Community Hospital, Edmonton, as a result of stroke and fractured elbow. Peri area begins to show improvement.
- **Sept. 28, 2011:** Returned to Youville. Peri area begins to worsen.
- **Dec. 4, 2011:** Returned to Misericordia with open, bleeding wounds in her peri area and chronic UTIs.
- **Dec. 5, 2011:** Complaint opened with Protection for Persons in Care.
- **Dec. 28, 2011:** On release from Misericordia, family decides not to return her to Youville. Denyer placed in Tranquility Care Home Inc. at 11528 - 9th Avenue, Edmonton, a for-profit care home that advertises that it takes long-term-care patients. Despite family's hesitation, home reassures they are fully aware of Denyer's condition and are more than capable of caring for her needs. (Later, the family discovers that it is not licensed as a long-term-care facility, but is allowed to offer long-term care.) Within days, despite having signed a contract, the home starts asking to increase the monthly fee. Family tells care home it wants to stick to the terms of the contract. Home continues to request increased fees, stating they could get more money for the room Denyer is occupying than she is paying.
- **January 16, 2012:** Family writes to Health and Wellness Minister Fred Horne and Seniors Minister George VanderBurg, requesting a public inquiry into the "unpardonable conditions seniors are subjected to daily in the province's long-term-care facilities." There has been no response.

- **February 6, 2012:** Family receives formal NOTICE OF RENTAL RATE AND SERVICE COST INCREASE; from current amount of \$3,495 per month to \$4,995 per month, as of March 1, 2012, an increase in excess of 42 per cent.
- **February 21, 2012:** Family receives eviction notice, saying Denyer must leave by March 1. Included in the notice are the following statements: “Should you wish to appeal the decision for eviction or dispute it ... all attorney costs will be billed to you and deducted from the security deposit upon exit from the home.” And: “Should you, the client, family or resident choose to discuss, post or publish any information suggesting the contrary and which may be construed as derogatory, or defaming in any way, (Tranquility Care Home Inc.) will exercise its right to pursue a lawsuit for Defamation of Character.”
- **March 6, 2012:** Alberta Health Services re-assesses Denyer’s condition, determines she maintains long-term-care designation. Her condition remains stable. Within hours of the re-assessment, without notification to the family, the care home has Denyer transported to the Emergency Department of Grey Nuns Community Hospital, Edmonton. She is now back on the province’s long-term wait list waiting for placement.
- **March 2012:** Tranquility Care Home Inc. is in the process of opening another facility.

The research:

A fact sheet released by the University of Alberta’s Parkland Institute points to a direct link between the ownership of residential long-term care facilities and the quality of service delivery. The fact sheet, entitled **Delivery Matters**, looks at a variety of U.S. and Canadian research to come to the conclusion that for-profit residential long-term care facilities are more likely to provide inferior care. For more: http://parklandinstitute.ca/media/comments/in_residential_long-term_care_delivery_matters/

