



Provincial Auditor’s 2021 Report–Volume 2: Improved inspection and serious incident analysis needed for homes providing care to adults with intellectual disabilities

The Ministry of Social Services needs to ensure realization of clients’ person-centred plans

REGINA, December 8, 2021: In her *2021 Report – Volume 2*, Chapter 18, Provincial Auditor, Tara Clemett, finds that the Ministry of Social Services needs to better monitor whether group and approved private service homes provide quality care to adults with intellectual disabilities (clients).

“Continuously inspecting and analyzing reported serious incidents helps confirm homes provide safe and quality care for clients,” says Tara Clemett, “Having a central system to track key information about homes would also aid in better monitoring, as it would allow the Ministry to readily see summarized data about homes and identify persistent issues that may impact client care.”

The Ministry supports home operators in creating person-centred plans for clients by maintaining a webpage with numerous resources. Ministry staff does not regularly meet with clients to evaluate fulfillment of each client’s Ministry-mandated, person-centred plans. The plans are driven by clients’ goals, dreams, and aspirations to enhance their development and quality of life. The audit found 63% of client records tested showed that Ministry staff did not have any direct contact with clients in the last two years. Moreover, the Ministry monitors neither the quality nor fulfillment of person-centred plans, and the majority of plans we assessed (70%) did not meet the required quality, or show plan fulfillment.

The Ministry also does not analyze serious incidents to identify individual homes with ongoing issues. In 2020–21, group homes reported 748 serious incidents and approved private service homes reported 111 serious incidents. Furthermore, the Ministry does not monitor whether homes implement recommendations based on serious incident investigations. For instance, the audit found no evidence of Ministry follow up on recommendations on four out of 13 investigations we assessed. The Ministry requires this information in order to know effective actions are taken to prevent future serious incidents, as well as to fulfill its oversight responsibility.

The Ministry’s oversight processes require considerable improvements to ensure clients receive quality care in safe homes. It needs to:

- Oversee timely resolution of deficiencies resulting in conditional licences
- Annually inspect each group home assessing whether it meets minimum care standards
- Update its home inspection checklists to cover all key risk areas
- Centrally track inspection dates, as well as identified and rectified deficiencies

Effective monitoring of care provided at Ministry-funded, licensed homes helps clients to live fulfilling, healthy lives.

The full Provincial Auditor’s *2021 Report – Volume 2* available online at auditor.sk.ca.

The Provincial Auditor is an independent officer of the Legislative Assembly of Saskatchewan. The Office promotes accountability and better management by providing Legislators and the public with an independent assessment of the government’s use of public resources.



For more information, please contact:

Tara Clemett, CPA, CA, CISA
Provincial Auditor
1500–1920 Broad Street
Regina, SK S4P 3V2
Phone: 306.787.6313
info@auditor.sk.ca

April Serink, MA
Communications Specialist
1500–1920 Broad Street
Regina, SK S4P 3V2
Phone: 306.531.6163
serink@auditor.sk.ca or media@auditor.sk.ca

Additional issues highlighted in the Provincial Auditor's *2021 Report – Volume 2* include:

- Chapter 15: Monitoring Enforcement of Tobacco and Vapour Products' Legislative Requirements
- Chapter 16: Conducting Timely and Accurate Coroner Investigations
- Chapter 17: Preventing Cyberattacks
- Chapters 21 and 22: Follow-up Audits on Increasing Graduation Rates and Instruction Time

Accompanying news releases and backgrounder give further details regarding these key topics.

/end