

**FINAL INSPECTION REPORT**  
**Under the *Retirement Homes Act, 2010***

Inspection Information	
<b>Date of Inspection:</b> February 7, 2014	<b>Name of Inspector:</b> Sue McKechnie
<b>Inspection Type:</b> Mandatory Reporting Investigation	
<b>Licensee:</b> Kenan Corporation / 9 Evans Road, Alliston, ON L9R 1M1 (the "Licensee")	
<b>Retirement Home:</b> Riverwood Senior Living / 9 Evans Road, Alliston, ON L9R 1M1 (the "home")	
<b>Licence Number:</b> T0243	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.</b></p> <p>Specifically, the Licensee failed to comply with the following subsections:</p> <p><b>s. 44. (1)</b> Subject to section 46, no later than 14 days after a resident commences residency in a retirement home, the licensee shall ensure that a full assessment of the resident's care needs and preferences is conducted.</p> <p>(2) The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:</p> <ol style="list-style-type: none"> <li>1. Physical and mental health.</li> <li>2. Functional capacity.</li> <li>3. Cognitive ability.</li> <li>4. Behavioural issues.</li> <li>5. Need for care services.</li> <li>6. Need for assistance with the activities of daily living.</li> <li>7. The matters listed in subsection 43 (2).</li> <li>8. Any other matter relevant to developing a plan of care for the resident.</li> </ol> <p>(3) If a licensee or a staff member of a retirement home has reason to believe that a resident's care needs may include dementia care, skin and wound care, or the use of a personal assistance services device, the licensee shall ensure that the full assessment is,</p> <ol style="list-style-type: none"> <li>(a) conducted by a member of a College, as defined in the <i>Regulated Health Professions Act, 1991</i>.</li> </ol>
<p><b>Inspection Finding</b></p> <p>A review of the charts of three residents determined that a full assessment of resident needs and preferences was not conducted within 14 days of admission. The home does not have a process in place</p>

for completion of the full assessment requirement.

**Outcome**

Corrective action required.  
Warning Letter issued.

**2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Plan of care.**

Specifically, the Licensee failed to comply with the following subsections:

**s. 62. (1)** When a resident commences his or her residency in a retirement home, the licensee shall, within the prescribed times, ensure that the resident is assessed and that a plan of care is developed based on the assessment and in accordance with this section and the regulations.

(5) The licensee shall ensure that the resident, the resident’s substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate in the development, implementation and reviews of the resident’s plan of care.

(6) The licensee shall ensure that the plan of care is based on an assessment of the resident and the needs and preferences of the resident.

**Inspection Finding:**

Care plans of five residents were not based on an initial or full assessment. Decisions made regarding the method of bathing were made without any documented indication of resident or family participation or resident needs or preferences. Specifically, the care plan of one of the residents does not indicate method of bathing, what assistance is required, the toileting program that is to be used, assistance required with teeth and shaving, how the risk of falls and possible seizures is to be addressed. Care plans are not dated or signed.

**Outcome**


Corrective action required.  
Warning Letter issued.

**NOTICE**

The Final Inspection Report is being provided to the Licensee, the Registrar of the Retirement Homes Regulatory Authority (the "RHRA") and the home's Residents' Council, if any.

Section 55 of the RHA requires that the Final Inspection Report be posted in the home in a conspicuous and easily accessible location. In addition, the Licensee must ensure that copies of every Final Inspection Report from the previous two (2) years are made available in the Home, in an easily accessible location.

The Registrar's copy of the Final Inspection Report, as it appears here, will be included on the RHRA Public Register, available online at <http://rhra.ca/en/register/>.

Signature of Inspector 	Date April 17, 2014
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