

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

Inspection Information	
Date of Inspection: September 23, 2014	Name of Inspector: Debbie Rydall
Inspection Type: Mandatory Reporting Inspection	
Licensee: Kenan Corporation / 9 Evans Road, Alliston, ON L9R 1W1 (the "Licensee")	
Retirement Home: Riverwood Senior Living / 9 Evans Road, Alliston, ON L9R 1M1 (the "home")	
Licence Number: 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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Plan of care. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Performance of assessments, etc.. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Involvement of resident, etc.. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Assessment of resident.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>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.</p> <p>62. (3) All assessments and reassessments mentioned in this section that a licensee performs shall be performed in accordance with the prescribed criteria.</p> <p>62. (4) The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,</p> <p style="padding-left: 40px;">(b) the planned care services for the resident that the licensee will provide, including,</p> <p style="padding-left: 80px;">(ii) the goals that the services are intended to achieve,</p> <p style="padding-left: 80px;">(iii) clear directions to the licensee's staff who provide direct care to the resident;</p> <p>62. (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.</p>

62. (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

Plans of care were reviewed for 4 residents. The plans of care were not based on the required assessments and did not provide clear direction to staff. There was no evidence that the plan of care had been updated for one of the residents following positive MRSA culture results. There was no evidence to support that the residents or SDMs participates in the development of the plan of care.

Outcome

Corrective action required by the Licensee.
Warning Letter issued.

2. The Licensee failed to comply with O. Reg. 166/11, s. 36; Continance care.

Specifically, the Licensee failed to comply with the following subsection(s):

36. (1) If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is continence care, the licensee shall establish a continence care program that includes,
(c) toileting programs;

36. (2) If, as part of the continence care program, a licensee provides continence care products to a resident, the licensee shall,
(a) provide products that,
(v) are appropriate for the time of day, and for the individual resident’s type of incontinence;

Inspection Finding

The home has a continence care program in place; however the policy does not include details relating to the toileting program in the home. Staff stated that residents are toileted during care and after meals and are checked every 2 hours during the night; however the toileting program listed in the care plans vary from resident to resident and do not appear to be aligned to the current practice. According to the care plans, residents are on different toileting routines; however there was no toileting list or schedule to provide direction to staff. The care plan identifies the type of incontinent product required by each resident; however there is no evidence to support that the 1 type of product identified for the resident would be appropriate for the entire 24 hour period.

Outcome


Corrective action required by the Licensee.
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 December 11, 2014
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