

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

Inspection Information	
<b>Date of Inspection:</b> October 16, 2015	<b>Name of Inspector:</b> Douglas Crust
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Kenan Corporation / 20 Eglinton Avenue, Toronto, ON M4R 1K8 (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**

**1. The Licensee failed to comply with O. Reg. 166/11, s. 42; Provision of skin and wound care.**

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

**42. (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 the provision of skin and wound care, the licensee shall ensure that the program for the care complies with this section.

**42. (2)** The care provided under the program shall include,

**42. (3)** The program shall be developed and implemented in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices.

**Inspection Finding**

At the time of inspection no evidence was provided to support that the Licensee had developed or implemented a skin and wound care program which complied with the legislative requirements. A resident that was receiving skin and wound care did not have complete documentation in the plan of care and there was no evidence of orders in place for care.

**Outcome**

Corrective action taken by the Licensee.

- 2. 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; Persons who approve plans of care.**  
**The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.**

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

**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,

- (b) the planned care services for the resident that the licensee will provide, including,
  - (i) the details of the services,
  - (ii) the goals that the services are intended to achieve,
  - (iii) clear directions to the licensee’s staff who provide direct care to the resident;

**62. (9)** The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:

- 1. The resident or the resident’s substitute decision-maker.

**62. (12)** The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,

- (b) the resident’s care needs change or the care services set out in the plan are no longer necessary;

**Inspection Finding**

At the time of inspection the Licensee had not included appropriate service details and goals, and clear directions to staff who provide care in the plans of care for all residents as required. Also, approval of the resident or resident’s substitute decision maker were not secured for all plans of care and all plans of care were not revised as soon as the resident’s care needs changed.

**Outcome**

Corrective action taken by the Licensee.

**3. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.**

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

**59. (1)** Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

- 1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.
- 2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.
- 4. A response shall be made to the person who made the complaint, indicating,

**59. (2)** The licensee shall ensure that a written record is kept in the retirement home that includes,

- (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
- (d) the final resolution, if any, of the complaint;

- (e) every date on which any response was provided to the complainant and a description of the response;
- (f) any response made in turn by the complainant.

**Inspection Finding**

At the time of the inspection the Licensee did not provide evidence of investigation and follow up of all complaints as required by the legislation.

**Outcome**

Corrective action taken by the Licensee.

**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 March 31, 2016
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