

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: January 28, 2022	Name of Inspector: Michele Davidson
Inspection Type: Mandatory Reporting Inspection	
Licensee: Lifetimes Limited Partnership / 3200 Dufferin Street, Toronto, ON M6A 3B2 (the "Licensee")	
Retirement Home: Peterborough Retirement Residence / 1039 Water Street, Peterborough, ON K9H 3P5 (the "home")	
Licence Number: T0393	

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 O. Reg. 166/11, s. 29; Administration of drugs or other substances.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>29. 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 administration of a drug or other substance, the licensee shall ensure that,</p> <p style="padding-left: 40px;">(b) no drug is administered by the licensee or the staff to the resident in the home except in accordance with the directions for use specified by the person who prescribed the drug for the resident;</p>
<p>Inspection Finding</p> <p>Evidence indicated that a drug was administered to the resident and that the administration of that drug was not in accordance with the directions from the prescriber.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by March 31, 2022. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</p> <p>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</p> <p>The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.</p>

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

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:

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;

47. (4) Subject to subsections (5) and (6), a plan of care for a resident is complete if the plan,
(b) sets out,
(iii) the names of the persons who participated in the development of the plan and whether the resident and his or her substitute decision-makers, if any, participated in the development of the plan;

Inspection Finding

The resident’s information did not provide evidence the plan of care had been approved by the resident’s substitute decision maker. Additionally, there was no evidence of the persons who participated in the development of the plan of care. Further, the inspection provided proof the resident’s care needs underwent substantial changes and the plan of care was not revised to reflect the resident’s changing needs.

Outcome

At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.

3. The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.

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

47. (7) If one of the care services that the licensee provides to a resident is the provision of a meal, the resident’s plan of care is only complete if it includes a description of the food restrictions, food allergies and food sensitivities of the resident that are known.

Inspection Finding

During the inspection, it was demonstrated that the resident was in receipt of a special diet. A review of the plan of care did not yield any evidence of the resident’s food restrictions.

Outcome

At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.

**4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.
The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal.**

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

67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

40. 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 a meal, the licensee shall ensure that,

(f) an individualized menu is developed for the resident if the resident’s needs cannot be met through the home’s menu cycle;

(i) food service workers and staff assisting the resident are aware of the resident’s diet, special needs and preferences;

Inspection Finding

At the time of the inspection, the home had not taken action to ensure the resident’s food restrictions were addressed and clearly communicated to staff. The lack of a documented plan with directions to staff led to the risk of harm to the resident. Further, to adequately meet her dietary needs, the home was required to create an individualized menu and to ensure that all relevant staff were aware of her food restrictions.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

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 Retirement Home Database, available online at <http://www.rhra.ca/en/retirement-home-database>.

<p>Signature of Inspector</p> <p style="text-align: center;"><i>M. Davidson</i></p>	<p>Date</p> <p style="text-align: center;">March 14, 2022</p>
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