

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

Inspection Information	
Date of Inspection: August 2, 2022	Name of Inspector: Douglas Crust
Inspection Type: Mandatory Reporting Inspection	
Licensee: HCN-Revera Lessee (King Gardens) LP / 5015 Spectrum Way, Mississauga, ON L4W 0E4 (the "Licensee")	
Retirement Home: King Gardens / 85 King Street , Mississauga, ON L5A 4G6 (the "home")	
Licence Number: T0422	

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; 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>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>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:</p> <ol style="list-style-type: none"> 1. The resident or the resident's substitute decision-maker. 2. The prescribed person if there is a person prescribed for the purpose of this paragraph. <p>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,</p>
<p>Inspection Finding</p> <p>A report was made by the Licensee to the RHRA regarding an incident of alleged abuse of one resident by another resident. As part of the inspection in response to the report, the inspector reviewed records relating to the resident, and interviewed the resident. The most recent plan of care presented for one resident was dated 2019 and the copy provided for inspection was not approved by the resident/ their substitute decision maker or the Licensee. In addition, there was no evidence that a copy of the plan was provided to the resident/ their substitute decision maker. The Licensee failed to ensure that the resident had their plan of care approved and updated as required.</p>
Outcome

The Licensee submitted a plan to achieve compliance by September 30, 2022. RHRA to confirm compliance by inspection.

2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.

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

67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.

Inspection Finding

A report was made by the Licensee to the RHRA regarding an incident of alleged abuse of one resident by another resident. As part of the inspection in response to the allegation, the inspector reviewed the Licensee’s care policies and procedures, incident documentation and evidence, the residents’ care files, and interviewed staff and residents. The inspector found that the Licensee did not follow the timeline and investigation requirements as set out in the Revera non-abuse policy toolkit for conducting an alleged abuse investigation. Specifically, a progress note entry was not made for one incident for one of the residents involved. The alleged abuser and victim were not interviewed within 24 hours, and the interview guidelines were not followed. The evidence showed that the Licensee failed to follow their policy to promote zero tolerance of abuse and neglect.

Outcome

The Licensee submitted a plan to achieve compliance by September 30, 2022. 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>Date</p> <p>September 7, 2022</p>
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