

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

Inspection Information	
Date of Inspection: December 20, 2022	Name of Inspector: Shyla Sittampalam, RN
Inspection Type: Routine Inspection	
Licensee: VCare Retirement Home Inc. / 2 Lawrence Pilkington Avenue, Markham, ON L6B 0Z1 (the "Licensee")	
Retirement Home: V Care Retirement Home Inc / 1 Darby Court, Scarborough, ON M1B 5H3 (the "home")	
Licence Number: T0543	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) 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; 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.</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. (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>(a) the care services that are part of a package of care services that the resident is entitled to receive under the resident's agreement with the licensee, whether or not the resident receives the services;</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> <p>1. The resident or the resident's substitute decision-maker.</p> <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>

Inspection Finding

The inspector reviewed a sample of resident care files and found that a resident who was recently admitted to the home did not have an initial assessment, full assessment and plan of care developed. In addition, the reviewed care plans did not include the care services the resident is entitled to receive under the resident's agreement and the Licensee was not able to demonstrate that the resident or their substitute decision maker had approved the care plans. Furthermore, three residents were not reassessed and the plans of care not reviewed and revised within the required time period.

Outcome

The Licensee submitted a plan to achieve compliance by January 30, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

2. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.

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

24. (4) The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency.

24. (5) The licensee shall,

(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,

- (i) the loss of essential services,
- (ii) situations involving a missing resident,
- (iii) medical emergencies,
- (iv) violent outbursts;

(b) at least once every two years, conduct a planned evacuation of the retirement home.

Inspection Finding

At the time of the inspection, the Licensee was unable to provide current arrangements with community agencies and resources that would be involved in responding to an emergency. In addition, there was no evidence of testing of the emergency response plans in the areas of loss of essential services, missing residents, medical emergencies, and violent outbursts. In addition, the Licensee failed to provide evidence of a planned evacuation of the retirement home.

Outcome

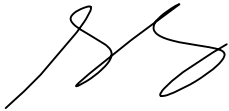
The Licensee submitted a plan to achieve compliance by February 2, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

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>.

Signature of Inspector 	Date January 6, 2023
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