

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

**Inspection Information**

**Date of Inspection:** 9/12/2023

**Name of Inspector:** Shyla Sittampalam, RN

**Inspection Type:** Routine Inspection

**Licensee:** ACC-002892 - VCare Retirement Home Inc.

**Retirement Home:** V Care Retirement Home Inc

**License Number:** T0543

**About Routine Inspections**

A routine inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. During a routine inspection, an RHRA inspector will walk through the home, speak to residents and staff, observe care services and conditions in the home, and ensure the licensee's management and staff follow mandatory policies and practices designed to protect the welfare of residents.

Following a routine inspection, the RHRA inspector prepares a draft inspection report which is sent to the licensee. The draft report may include instances where the licensee has failed to meet the standards of the *RHA*. If included, the licensee can respond to these instances and is strongly encouraged to inform RHRA of its plans to meet the standards of the *RHA*.

Following the draft report, the RHRA inspector prepares this final inspection report, incorporating any response from the licensee with their plans to meet the standards of the *RHA*. The most recent final inspection report must be posted in the home in a visible and easily accessible location. All final inspection reports from the previous two years must also be made available in an easily accessible location in the home. The licensee must provide a copy of this report to the home's Residents' Council, if one exists.

In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.

If the licensee repeatedly does not meet the required standards, RHRA may take further action.

**Focus Areas**

*During a routine inspection, an inspector will focus primarily on a set number of areas which have been identified as related to the health, safety and wellbeing of resident, and may take various actions to determine whether the licensee is compliant with the RHA in relating to the areas. The areas listed in this section are ones which an inspector has identified as non-compliant.*

**Focus Area #1: Abuse and Neglect**

**RHRA Inspector Findings**

At the time of inspection, the inspector observed one resident in their room, the resident was found in an unsanitary condition with the linens and surrounding environment soiled with excrement. The Licensee reported the resident to have responsive behaviours, however was unable to provide evidence of implementation of any behaviour management strategies. The Licensee did not reassess the resident when there was a change in their care needs. The inspector found that the Licensee had failed to ensure that multiple requirements were complied with, including those relating to behaviour management, assessments and plans of care, and cleanliness. As a result, the Licensee's inactions jeopardized the health and safety of the resident, and the Licensee failed to protect the resident from neglect.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or by inspection.

**Focus Area #2: Behaviour Management****RHRA Inspector Findings**

The inspector reviewed a sample of resident care files and was informed by staff of two residents with responsive behaviours, the Licensee was unable to demonstrate implementation of any behaviour management strategies as set forth in their behaviour management strategy.

**Outcome**

The Licensee submitted a plan to achieve compliance by Sun Oct 15 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

**Focus Area #3: Emergency Plan****RHRA Inspector Findings**

The inspector reviewed the Licensee's records of testing for their emergency plans and found that the testing for situations involving epidemics and pandemics had not been completed. In addition, the Licensee failed to provide evidence of testing of resources, supplies and equipment vital for an emergency response.

**Outcome**

The Licensee submitted a plan to achieve compliance by Tue Oct 24 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

**Focus Area #4: Maintenance****RHRA Inspector Findings**

At the time of inspection multiple common areas and a bathroom in a common area were found to be unsanitary and unclean. In addition, the Licensee was unable to produce documentation of their cleaning routines and methods for common areas and bathrooms in the common areas of the home. Furthermore, at the time of inspection there were various areas of the home found to be in disrepair, and the Licensee failed to ensure that a maintenance program is in place to keep the home in good repair.

**Outcome**

The Licensee submitted a plan to achieve compliance by Tue Oct 17 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

**Focus Area #5: Medications****RHRA Inspector Findings**

The inspector reviewed a sample of medication administration records and found that staff at the home did not complete a written record of medications administered for several residents. Furthermore, the Licensee did not have current physicians orders on record for medications being administered to several residents. The Licensee failed to ensure that no drug is administered by staff in the home unless the drug has been prescribed for the resident by a person who is authorized to prescribe a drug. In addition, the Licensee failed to keep a written record of medications administered.

**Outcome**

The Licensee submitted a plan to achieve compliance by Thu Oct 26 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

**Focus Area #6: Other Requirements****RHRA Inspector Findings**

At the time of inspection, two external care providers were observed providing care services to residents in the home, the Licensee confirmed that external care providers at the home who provide care services to residents were not provided information with respect to the home's policy to promote zero tolerance for abuse and neglect of residents. The Licensee failed to provide the mandated information to external care providers as required.

**Outcome**

The Licensee submitted a plan to achieve compliance by Sat Oct 14 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

**Focus Area #7: Resident Record, Assessment, Plan of Care****RHRA Inspector Findings**

The inspector reviewed a sample of resident care files and found two residents did not have full assessments completed. 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 unable to demonstrate that the resident or their substitute decision maker had approved the care plans. Furthermore, the Licensee failed to reassess two residents when their care needs changed.

**Outcome**

The Licensee submitted a plan to achieve compliance by Fri Oct 27 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

**Focus Area #8: Staff Training****RHRA Inspector Findings**

At the time of inspection, it was reported by the Licensee that staff at the home administer insulin to a resident, the Licensee was unable to provide evidence of training in the procedures applicable to the administration of the drug. The Licensee failed to ensure staff who administer drugs or other substances receive training in the procedures applicable to the administration of the drug.

**Outcome**

The Licensee submitted a plan to achieve compliance by Thu Oct 26 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

**Additional Findings**

*During a routine inspection, an inspector may observe areas of non-compliance that are not related to the standard focus areas. In these cases, an inspector may cite the home for these contraventions at the time of this inspection. In addition, an inspector may follow-up on findings of non-compliance from previous inspections. Where the licensee is unable to demonstrate they have come into compliance or maintained compliance, an inspector may cite the home for these repeat contraventions at the time of this inspection.*

**Additional Finding#1: Cleanliness and Pest Control****RHRA Inspector Findings**

The Licensee reported to the inspector sightings of pests in the home and when requested the Licensee failed to provide evidence of procedures in place to keep the home free from pests and to deal with pests in the home.

**Outcome**

Licensee must take corrective action to achieve compliance.

**Additional Finding#2: Consumer Protection****RHRA Inspector Findings**

At the time of inspection, the inspector observed that the most recent final inspection report from March 28, 2023 was not posted. The Licensee failed to ensure the required information was posted as mandated.

**Outcome**

The Licensee must take corrective action to achieve compliance.

**Current Inspection – Citations**

*Citations relating to the above Focus Areas or Additional Findings made during the current inspection are listed below.*

**The Licensee failed to comply with the RHA s. 11. (1); Posted information**

**s. 11. (1); Posted information**

11. (1) For the purposes of paragraph 4 of subsection 55 (2) of the Act, the following information is prescribed as information that must be posted in a retirement home under that subsection:

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

**s. 11. (1), para. 6**

6. A copy of the most recent final inspection report prepared by an inspector under section 77 of the Act, subject to section 114 of the Act.

**The Licensee failed to comply with the RHA s. 14.1; Information for external care providers**

**s. 14.1; Information for external care providers**

14.1 The licensee shall ensure that as soon as is practical after the licensee is made aware that an external care provider is or will be providing care services to a resident in the retirement home, the external care provider is provided with information with respect to the home's policy to promote zero tolerance for abuse and neglect of residents.

**The Licensee failed to comply with the RHA s. 17. (1); Cleanliness**

**s. 17. (1); Cleanliness**

17. (1) Every licensee of a retirement home shall ensure that the common areas of the home, including the floors and any furnishings, equipment and linens in those areas, are clean and sanitary.

**The Licensee failed to comply with the RHA s. 17. (3); Cleanliness**

**s. 17. (3); Cleanliness**

17. (3) The licensee shall document the routines and methods used to comply with subsections (1) and (2).

**The Licensee failed to comply with the RHA s. 18. (1); Pest control**

**s. 18. (1); Pest control**

18. (1) Every licensee of a retirement home shall ensure that there are procedures in place to keep the home free from pests and to deal with pests in the home.

**The Licensee failed to comply with the RHA s. 19. (1); Maintenance**

**s. 19. (1); Maintenance**

19. (1) Every licensee of a retirement home shall ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.

**The Licensee failed to comply with the RHA s. 23. (1); Behaviour management**

**s. 23. (1); Behaviour management**

23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

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

**s. 23. (1), (a)**

(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;

**s. 23. (1), (b)**

(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;

**s. 23. (1), (c)**

(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

**The Licensee failed to comply with the RHA s. 24. (5); Emergency plan, general**

**s. 24. (5); Emergency plan, general**

24. (5) The licensee shall,

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

**s. 24. (5), (a)**

(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,

**s. 24. (5), (a), 3.1**

(iii.1) epidemics and pandemics,

**The Licensee failed to comply with the RHA s. 25. (3); Emergency plan, retirement home with more than 10 residents**

**s. 25. (3); Emergency plan, retirement home with more than 10 residents**

25. (3) The licensee shall ensure that the emergency plan provides for the following:

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

**s. 25. (3), para. 1**

1. Dealing with,

**s. 25. (3), para. 1, 5.1**

v.1 epidemics and pandemics,

**The Licensee failed to comply with the RHA s. 26.; Emergency plan, retirement home with 10 or fewer residents**

**s. 26.; Emergency plan, retirement home with 10 or fewer residents**

26. The emergency plan for a retirement home that has the capacity to accommodate 10 or fewer residents shall, in addition to the requirements in section 24, meet the following requirements:

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

**s. 26. para. 4**

4. The plan shall require that resources, supplies and equipment vital for the emergency response are set aside, readily available at the home and tested regularly to ensure that they are in working order.

**The Licensee failed to comply with the RHA s. 29.; Administration of drugs or other substances**

**s. 29.; Administration of drugs or other substances**

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,

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

**s. 29. (c)**

(c) neither the licensee nor a staff member administers a drug to a resident in the home unless the licensee or the staff member has received training in the procedures applicable to the administration of the drug;

**The Licensee failed to comply with the RHA s. 32.; Records**

**s. 32.; Records**

32. If the licensee or a member of the staff of a retirement home administers a drug or other substance to a resident, the licensee shall ensure that,

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

**s. 32. (a)**

(a) the person who administered the drug or other substance prepares a written record noting the name and amount of the drug or other substance, the route of its administration and the time and date on which it was administered;

**s. 32. (b)**

(b) if a drug is administered, there is written evidence that the drug was prescribed for the resident by a person who is authorized to prescribe a drug under section 27 of the Regulated Health Professions Act, 1991;

**The Licensee failed to comply with the RHA s. 62. (1); Plan of care**

**s. 62. (1); Plan of care**

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.

**The Licensee failed to comply with the RHA s. 62. (12); Reassessment and revision**

**s. 62. (12); Reassessment and revision**

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,

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

**s. 62. (12), (b)**

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

**The Licensee failed to comply with the RHA s. 62. (4); Contents of plan**

**s. 62. (4); Contents of plan**

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,

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

**s. 62. (4), (a)**

(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;

**The Licensee failed to comply with the RHA s. 62. (9); Persons who approve plans of care**

**s. 62. (9); Persons who approve plans of care**

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:

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

**s. 62. (9), para. 1**

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

**The Licensee failed to comply with the RHA s. 67. (2); Same, neglect**

**s. 67. (2); Same, neglect**

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

**Closed Citations**

*During an inspection, an inspector may follow-up with areas of non-compliance cited during a previous inspection, or verify compliance with areas initially cited during the current inspection. The inspector has verified that at the time of this report, the licensee was able to demonstrate that the following areas have come into compliance.*

**Not Applicable**

**NOTICE**

The Final Inspection Report is being provided to the Licensee, the Registrar of 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 <i>Shyela Sittampalam</i> , RN	Date October 16, 2023
--	--------------------------

