

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: 9/26/2023	Name of Inspector: Angela Newman
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002713 - 2259973 Ontario Inc.	
Retirement Home: John Joseph Place	
License Number: S0108	

About Responsive Inspections

A responsive inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. A responsive inspection is conducted when RHRA receives information that the licensee may have failed to meet the standards of the *Retirement Homes Act, 2010* or its regulations (the “RHA”). An inspection being conducted does not infer that an allegation is substantiated or that a contravention of the RHA has occurred. A licensee is required to report to RHRA if they suspect harm or risk of harm to a resident. During a responsive inspection, an RHRA inspector may observe the operations of the home, interview relevant individuals, review records and other documentation, and determine whether the licensee’s management and staff have followed mandatory policies and practices designed to protect the welfare of residents.

Following a responsive 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 there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take further action.

Concern(s)

During a responsive inspection, an inspector will focus primarily on the concern(s) which prompted the inspection and may take various actions to determine whether the licensee is compliant with the RHA in

Concern #1: CON-6511-Improper or Incompetent Treatment or Care - Night Checks**RHRA Inspector Findings**

A report was made to RHRA regarding alleged neglect of a resident by staff and the inspector found no evidence of neglect. As part of the inspection, the inspector reviewed several residents' plans of care and observed that residents had not provided consent for an assessment. The Licensee failed to obtain consent from residents as per legislative requirements.

Outcome

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

Concern #2: CON-6521-Neglect - Meal provision**RHRA Inspector Findings**

A report was made to RHRA regarding alleged neglect of a resident by staff and the inspector found no evidence of neglect. As part of the inspection, the inspector reviewed several residents' plans of care. There is a requirement that resident plans of care are reviewed every six months. The inspector found that not all the plans were updated every six months. The Licensee failed to ensure the plans revised in compliance with the legislation.

Outcome

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

Concern #3: CON-6522-Neglect - Continence Care**RHRA Inspector Findings**

A report was made to RHRA regarding alleged neglect of several residents by staff and the inspector found no evidence of neglect. During the inspection, the inspector reviewed several resident's records and there was no evidence to show the Licensee was providing the care services of meals, night checks, medication administration, and continence care in accordance with the residents' plans of care. The Licensee failed to ensure that care services provided to the residents were in accordance with their plans of care.

Outcome

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

Additional Findings

During a responsive inspection, an inspector may observe areas of non-compliance that are not related to the concern(s) which prompted the inspection. 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.

Not Applicable

Current Inspection – Citations

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

The Licensee failed to comply with the RHA s. 62. (10); Compliance with plan

s. 62. (10); Compliance with plan

62. (10) The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.

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,

The Licensee failed to comply with the RHA s. 62. (2); Assessment only with consent, etc.

s. 62. (2); Assessment only with consent, etc.

62. (2) Nothing in this section authorizes a licensee to assess or to reassess a resident without the resident's consent.

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
Angela Newman

Date
October 17, 2023