

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

Inspection Information	
Date of Inspection: December 4, 2023	Name of Inspector: Angela Butler
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002765 - Village Care Holdings Inc. & Manorcare Holdings Inc.	
Retirement Home: Queens Village for Seniors	
License Number: S0173	

About Responsive Inspections
<p>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 <i>Retirement Homes Act, 2010</i> 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.</p> <p>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 <i>RHA</i>. 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 <i>RHA</i>.</p> <p>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 <i>RHA</i>. 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.</p> <p>In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.</p> <p>If there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take further action.</p>

Concern(s)
<p><i>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 relating to the concern(s). Any findings of non-compliance identified in relation to these concerns are listed below.</i></p>
<p>There are no findings of non-compliance relating to the concern(s) which prompted the inspection.</p>

Additional Findings
<p><i>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.</i></p>
<p>Additional Finding#1: CON-7290-Inappropriate Care</p>
RHRA Inspector Findings
<p>A report was made to RHRA regarding suspected improper care of a resident which could not be substantiated with the evidence gathered on the of inspection. As part of the inspection in response to the report, the inspector reviewed health records relating to the resident and confirmed that the Licensee failed to ensure that the resident's plan of care had been updated as that resident's care needs changed.</p>

Outcome

The Licensee must take corrective action to achieve compliance.

Additional Finding#2: CON-7299-other**RHRA Inspector Findings**

A report was made to RHRA regarding allegations of verbal, emotional and physical abuse of a resident by another resident, food concerns, and cleanliness. As part of the inspection in response to the allegation, the inspector reviewed the Licensee's Zero Tolerance of Abuse and Neglect Policy, the resident's care file, and interviewed relevant staff and residents. The inspector found no evidence to substantiate any of the allegations, however, in reviewing the residents plan of care it was determined that the licensee had not updated the resident's plan of care since July 2022.

Outcome

The Licensee must take corrective action to achieve compliance.

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. 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. 55. (2); Contents of records**s. 55. (2); Contents of records**

55. (2) The record for each resident shall include,

Specifically, the Licensee failed to comply with the following subsection(s):**s. 55. (2), (d)**

(d) a copy of the resident's most recent plan of care;

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,

s. 62. (12), (b)

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

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.

Retirement Homes Act, 2010:**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.

Ontario Regulation 166/11:

s. 14. (3); Staff training

14. (3) For the purposes of paragraph 5 of subsection 65 (5) of the Act, every licensee of a retirement home shall ensure that every staff member who provides a care service to a resident has received or receives training in,

s. 14. (3), (b)

(b) each care service offered in the home so that the staff member is able to understand the general nature of each of those services, the standards applicable under the Act to each of those services and the aspects of each of those services that may be relevant to the staff member's own duties in the home.

s. 55. (1); Contents of records

55. (1) The licensee of a retirement home shall keep a record for each resident of the home that complies with the requirements of this section.

s. 55. (2); Contents of records

55. (2) The record for each resident shall include,

s. 55. (2), (a)

(a) documentation of all consents related to the collection, use, retention or disclosure of the resident's personal information, including personal health information;

s. 55. (2); Contents of records

55. (2) The record for each resident shall include,

s. 55. (2), (b)

(b) if the resident was assessed for the purposes of developing the resident's plan of care, documentation of when the resident was assessed and by whom;

s. 55. (2); Contents of records

55. (2) The record for each resident shall include,

s. 55. (2), (c)

(c) if the resident did not consent to an assessment, documentation of that fact;

s. 55. (2); Contents of records

55. (2) The record for each resident shall include,

s. 55. (2), (e)

(e) a copy of the written agreement between the resident and the licensee required under section 53 of the Act;

s. 55. (2); Contents of records

55. (2) The record for each resident shall include,

s. 55. (2), (f)

(f) if the licensee is required to deliver notice to the resident under clause 49 (1) (b) of the Act with respect to ceasing to operate the home as a retirement home, evidence that the licensee delivered the notice and that the resident received it;

s. 55. (2); Contents of records

55. (2) The record for each resident shall include,

s. 55. (2), (g)

(g) a copy of the written instructions and authorizations and acknowledgements of receipt of funds of the resident and the person acting on behalf of the resident that relate to money required to be held in trust under section 72 of the Act and that subclause 57 (9) (g) (ii) of this Regulation requires the licensee to retain.

s. 55. (3); Contents of records

55. (3) In addition to subsection (2), for each resident of a retirement home to which the licensee of the home provides at least one care service, the record shall include,

s. 55. (3), (a)

(a) the following documents or information to the extent that they are reasonably available to the licensee:

s. 55. (3), (a), 1.

(i) the name and contact information of the resident's known substitute decision-makers, if any,

s. 55. (3); Contents of records

55. (3) In addition to subsection (2), for each resident of a retirement home to which the licensee of the home provides at least one care service, the record shall include,

s. 55. (3), (a)

(a) the following documents or information to the extent that they are reasonably available to the licensee:

s. 55. (3), (a), 2.

(ii) the name and contact information of the resident's next of kin,

s. 55. (3); Contents of records

55. (3) In addition to subsection (2), for each resident of a retirement home to which the licensee of the home provides at least one care service, the record shall include,

s. 55. (3), (a)

(a) the following documents or information to the extent that they are reasonably available to the licensee:

s. 55. (3), (a), 3.

(iii) the name of the resident's primary health care provider;

s. 55. (3); Contents of records

55. (3) In addition to subsection (2), for each resident of a retirement home to which the licensee of the home provides at least one care service, the record shall include,

s. 55. (3), (b)

(b) the information required under subsection 62 (11) of the Act.

s. 55. (4); Contents of records

55. (4) In addition to subsection (2), for each resident of a retirement home to which the licensee of the home provides at least one care service described in subsection 2 (1), the record shall include,

s. 55. (4), (a)

(a) the resident's health number;

s. 55. (4); Contents of records

55. (4) In addition to subsection (2), for each resident of a retirement home to which the licensee of the home provides at least one care service described in subsection 2 (1), the record shall include,

s. 55. (4), (b)

(b) all information of the resident's medical history, including the period before the date on which the resident commenced residency in the home, that is relevant to the care services that the licensee provides to the resident.

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	 RN	Date	December 29, 2023
------------------------	--	------	-------------------