

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

Inspection Information	
<b>Date of Inspection:</b> February 19, 2013	<b>Name of Inspector:</b> Ed Lum
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Caessant Care Nursing and Retirement Homes Ltd. / 264 Norwich Avenue, Woodstock, ON N4S 3V9 (the "Licensee")	
<b>Retirement Home:</b> Caessant Care on Bonnie Place / 15 Bonnie Place, St. Thomas, ON N5R 5T8 (the "home")	
<b>Licence Number:</b> S0021	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 67 (2)</b> Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p>
<p><b>Inspection Finding</b></p> <p>On January 30, 2013, staff of the home failed to process a physician's order for a resident of the home. This inaction resulted in the resident not receiving prescribed eye drops prior to a surgical procedure, which jeopardized the health of the resident. The Licensee failed to ensure that the staff of the home did not neglect a resident.</p>
<p><b>Outcome</b></p> <p>The Licensee took corrective action to address the issues that led to this incident. The Licensee has advised the Registrar it provided training to staff, addressed staff performance, hired additional registered staff and revised their medication ordering system.</p>

**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 Public Register, available online at <http://rhra.ca/en/register/>.

Signature of Inspector 	Date June 6, 2013
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