RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: October 30, 2013	**Name of Inspector:** Corina Gadde
Inspection Type: Mandatory Reporting Inspection	
Licensee: Alavida Lifestyles / 18 Antares Drive, Unit 200, Ottawa, ON K2E 1A9 (the "Licensee")	
Retirement Home: The Ravines / 626 Prado Private, Ottawa, ON K2E 0B3 (the "home")	
Licence Number: N0142	

Purpose of Inspection
The RHRA received a report under section 75(1) of the *Retirement Homes Act, 2010* (the "RHA").

NON-COMPLIANCE
1. The Licensee failed to comply with O. Reg. 166/11, s. 41; Dementia care program. Specifically, the Licensee failed to comply with the following subsection: **s. 41. (2)** The program shall include, (b) monitoring the resident for safety and wellbeing.
Inspection Finding There was no system to demonstrate monitoring of residents on the dementia care floor for safety and wellbeing. Although one resident's plan of care stated that they were to be monitored hourly, there was no evidence that this took place and staff's responses to the frequency of monitoring residents and method of documentation were not consistent. The home's Behaviour Management Policy (Dated November 2010 and revised October 24, 2013) states that the Dementia Observational System (DOS) Tool shall be implemented for behaviour requiring heightened monitoring. There was no evidence that this or another tool was used to monitor the resident despite incidents of agitation and aggression.
Outcome Corrective action taken.
2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65(5); Additional training for direct care staff. Specifically, the Licensee failed to comply with the following subsection:

s. 65. (5) The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this section:

3. Behaviour management.

Inspection Finding

The home had a new Behaviour Management strategy, dated October 24, 2013. The home's General Manager verified that it was new to the home and that staff had not been trained on it yet. Staff training records did not show previous training in Behaviour Management.

Outcome

Corrective action taken.

3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 51; Residents' Bill of Rights.

Specifically, the Licensee failed to comply with the following subsection:

s. 51. (1) Every resident of a retirement home has the following rights which constitute the Residents' Bill of Rights:

8. The right to live in a safe and clean environment where he or she is treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.

Inspection Finding

A number of residents on the Dementia Care floor were being locked out of their rooms to prevent another wandering resident from entering. Residents on this floor have dementia and most are unable to use a key; therefore they were limited to using the common areas while their doors were locked. One resident's plan of care, dated June 12, 2013, indicated the goal to maintain ability to toilet self safely and appropriately. This resident's daughter said the resident was able to use the bathroom in her suite independently but after being locked out of her suite had to try to learn to use the common area bathroom rather than the bathroom she was familiar with.

Outcome

Corrective action taken.

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
Caine Gadde	December 20, 2013