

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

Inspection Information	
Date of Inspection: November 19, 2013	Name of Inspector: Susan Lines
Inspection Type: Mandatory Reporting Inspection	
Licensee: Precision Health Limited / 200-2 Waddell Avenue, Dartmouth, NS B3P 1K3 (the "Licensee")	
Retirement Home: Pension du Bonheur / 176 St. Joseph Street, Alfred, ON K0B 1A0 (the "home")	
Licence Number: N0240	

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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 73. (1) Every licensee of a retirement home shall ensure that there is a written procedure for a person to complain to the licensee about the operation of the home and for the way in which the licensee is required to deal with complaints.</p>
<p>Inspection Finding</p> <p>The Licensee failed to have a complaints procedure which outlines how a person is to complain to the Licensee about the operation of the home.</p>
<p>Outcome</p> <p>Corrective action taken.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 29; Administration of drugs or other substances.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 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,</p> <p>(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.</p>

Inspection Finding

The home’s Administration of Drugs and Other Substances Policy states that no staff member will administer a drug to a resident in the home unless the staff member has received training in the procedures applicable to the administration of the drug. The Facility Manager confirmed that two staff members were administering drugs to residents without training in drug administration.

Outcome

Corrective action taken.

3. The Licensee failed to comply with O. Reg. 166/11, s. 31; Medication management system.

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

s. 31. (1) 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 establish a medication management system, which includes written policies and procedures, to ensure that all drugs and other substances to be administered to residents of the home are acquired, received in the home, stored, dispensed, administered, destroyed and disposed of correctly as required by law and in accordance with prevailing practices.

Inspection Finding

The home did not follow its medication management system with regard to documentation. The home’s medication system Policy and Procedures indicate that staff must sign the MAR sheet at the time medication is distributed and that a Medication Error Form must be completed when a medication error occurs.

- The home was unable to provide records to show that persons who administered drugs or other substances to residents prior to October 1, 2013, had prepared written records noting the name and amount of the drug, route of its administration and the time and date on which it was administered.
- The Facility Manager was not familiar with the home’s policy on medication errors which stated that a medication not signed for and no notation made on the progress notes will be viewed as a medication error. The home did not follow its medication error policy and procedures and was not able to provide written records of any medication errors despite medication errors being reported in the home’s report book.

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 January 16, 2014
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