RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: March 7, 2014	**Name of Inspector:** Sue McKechnie
Inspection Type: Routine Inspection	
Licensee: Richard Frank Desjardins & Cheryl Ann Desjardins / 39 Poyntz Street, Penetanguishene, ON L9M 1N5 (the "Licensee")	
Retirement Home: Maplewood Retirement Home / 39 Poyntz Street, Penetanguishene, ON L9M 1N5 (the "home")	
Licence Number: N0245	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
1. The Licensee failed to comply with O. Reg. 166/11, s. 55; Content of records. Specifically, the Licensee failed to comply with the following subsections: **s. 55. (5)** A licensee of a retirement home shall keep records proving compliance with the Act and this Regulation in relation to, (c) the skills, qualifications and training of the staff who work in the home.
Inspection Finding The following record of training provided to staff on the following requirements was not available: Infection Control including training on preventing cross-contamination and reporting and documenting incidents; Medication management including staff training in the administration of a drug, ways of reducing infectious diseases, including maintaining proper hand hygiene, safe disposal of syringes and sharps, recognizing an adverse drug reaction and taking appropriate action; Behaviour management, complaints procedure, Resident Bill of Rights, Whistle blowing protection, PASD's.
Outcome Corrective action taken.
2. The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs. Specifically, the Licensee failed to comply with the following subsections: **s. 43. (1)** Subject to section 45, no later than two days after a resident commences residency in a

retirement home, the licensee of the home shall ensure that an initial assessment of the resident's immediate care needs is conducted.
(2) The initial assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

1. Continence.
2. Presence of infectious diseases.
3. Risk of falling.
4. Known allergies.
5. Dietary needs including known food restrictions.
6. Cognitive ability.
7. Risk of harm to self and to others.
8. Risk of wandering.
9. Needs related to drugs and other substances.

Inspection Finding

The home failed to complete an initial assessment on their two latest admissions, admitted December 7, 2013, and August 1, 2013.

Outcome

Corrective action taken.

3. The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.

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

s. 44. (1) Subject to section 46, no later than 14 days after a resident commences residency in a retirement home, the licensee shall ensure that a full assessment of the resident's care needs and preferences is conducted.
(2) The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

1. Physical and mental health.
2. Functional capacity.
3. Cognitive ability.
4. Behavioural issues.
5. Need for care services.
6. Need for assistance with the activities of daily living.
7. The matters listed in subsection 43 (2).
8. Any other matter relevant to developing a plan of care for the resident.

Inspection Finding

The home failed to complete an full assessment on their two latest admissions, admitted December 7, 2013, and August 1, 2013.

Outcome

Corrective action taken.

4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Procedure for complaints to licensee.

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

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.
(2) The procedure shall comply with the regulations.

Inspection Finding

The home was unable to provide a complaints procedure. This procedure was unavailable for use in the home or for inclusion in the information package of the home.

Outcome:

Corrective action taken.

5. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Procedure for complaints to licensee.

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

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 has no policies and procedures relating to the administration of medication, including the required policy for the use of narcotics.

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
	May 2, 2014