

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

Inspection Information	
<b>Date of Inspection:</b> March 26, 2014	<b>Name of Inspector:</b> Michael Hickey
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> Caessant Care Nursing and Retirement Homes Limited / 264 Norwich Avenue, Woodstock, ON N4S 3V9 (the "Licensee")	
<b>Retirement Home:</b> Caessant Care – Woodstock / 81 Fyfe Avenue, Woodstock, ON N4S 8Y2 (the "home")	
<b>Licence Number:</b> S0024	

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
<p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 55; Content of records.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 55. (2)</b> The record for each resident shall include,</p> <p>(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.</p> <p>(5) A licensee of a retirement home shall keep records proving compliance with the Act and this Regulation in relation to,</p> <p>(c) the skills, qualifications and training of the staff who work in the home.</p>
<p><b>Inspection Finding</b></p> <p>Inspection of random resident files revealed that the dates recorded to demonstrate compliance with prescribed time frames for completion of resident Initial Assessments, Full Assessments, and Plans of Care were not properly documented. Dates recorded on the documents did not reflect the actual dates of completion for the assessments.</p> <p>A routine inspection of staff files and training records for the staff of the home revealed that the Licensee did not keep complete records demonstrating the staff had been trained in all the areas of required training as prescribed by the Retirement Homes Act, 2010 and Ontario Regulation 166/11. Specifically, no training records were kept for staff training re: Procedures for persons to complain to the Licensee as required by s. 73 of the Act and s. 14 (1) of the Regulation.</p>
<p><b>Outcome</b></p> <p>Corrective action taken.</p>

**2. The Licensee failed to comply with O. Reg. 166/11 s. 30; Storage of drugs or other substances.**

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

**s. 30.** If drugs or other substances are stored in a retirement home on behalf of a resident, the licensee of the home shall ensure that,

- (a) the drugs or other substances are stored in an area or a medication cart that,
  - (i) is used exclusively for drugs or other substances and for supplies related to drugs or other substances,
  - (ii) is locked and secure.

**Inspection Finding**

A random inspection of staff files revealed a staff member's files contained a package of prescription drugs that the employee had failed to administer to a resident. The package was attached to an employee review and warning within the staff member's Human Resources file. The prescription drugs were not properly stored or destroyed according to the Licensee's policy and as prescribed by Ontario Regulation 166/11, section 31 (1).

**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 5, 2014
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