

## FINAL INSPECTION REPORT

### Under the *Retirement Homes Act, 2010*

Inspection Information	
<b>Date of Inspection:</b> March 28, 2014	<b>Name of Inspector:</b> Debbie Rydall
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Chartwell Master Care Corporation / 100 Milverton Drive, Suite 700, Mississauga, ON L5R 4H1 (the "Licensee")	
<b>Retirement Home:</b> Chartwell Christopher Terrace Retirement Residence / 3131 New Street, Burlington, ON L7N 3P8 (the "home")	
<b>Licence Number:</b> S0061	

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><u>s. 67. (2)</u></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>A resident's Capillary Blood Glucose (CBG) read high beginning on March 13, 2014 and had episodes of vomiting beginning on March 14, 2014; the Health and Wellness Manager (HWM) was aware of this information. The home breached RHA, 2010, c.11, s. 67(2) when the HWM, after being informed by a UCP of the resident's blood glucose reading and then emesis, did not go and assess the resident. The RPN on the night shift was also aware of the high blood glucose reading and also that the resident was vomiting; however there is no documented evidence to support that she properly assessed his condition, as well, she provided the resident with diet ginger ale which according to the hospital consult note prompted dangerously high levels of blood glucose which resulted in decreased level of consciousness. The resident was admitted to the ICU and currently remains in hospital. It would appear that staff did not understand the seriousness of his condition. The home also allowed UCP staff to administer sliding scale insulin to an unstable diabetic. Upon becoming aware of the incident, the appropriate response was taken.</p>
<p><b>Outcome</b></p> <p>Corrective action taken.</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 5, 2014
---	----------------------