RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: May 20, 2014	**Name of Inspector:** Corina Gadde
Inspection Type: Mandatory Reporting Inspection	
Licensee: Symphony Senior Living Ottawa LP / 36 Toronto Street, Unit 501, Toronto, ON M5C 2C5 (the "Licensee")	
Retirement Home: Symphony Senior Living Orleans / 6419 Lumberman Way, Orleans, ON K1C 6E8 (the "home")	
Licence Number: N0272	

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 the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect. Specifically, the Licensee failed to comply with the following subsection: **s. 67. (2)** Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

Inspection Finding

On May 14, 2014 at approximately 7:15 am, staff found a resident on the floor in her room. Resident is blind and had fallen, and stated she was on the floor all night. She was in pain, incontinent, cold and frightened. Resident stated she was calling for help but nobody responded, and she could not reach her call bell. Follow up showed she sustained a fractured elbow as a result of the fall.

Management stated that night checks were to be completed every 2 hours, as indicated on the night shift job routine as "rounds". A night check was completed at midnight, and then there were no further checks until the day staff found the resident at 7:15am. It is unknown how long the resident remained on the floor. She stated it was a long time. Night staff did not complete the night checks scheduled for 2am, 4am and 6am for the resident.

As a result of this incident, a night check checklist was created and implemented. However, the Licensee was aware in fall 2013 that night checks were not being completed. On September 13, 2013, a memo was issued to staff as a reminder about completing night checks. Then, on October 10, 2013, a subsequent memo stated that night checks are to be done every 2 hours, and that there are complaints about the checks not being done and evidence to support that. It further identified this as an issue of resident safety.

The Licensee was aware in fall of 2013 that there were concerns about night checks not being implemented

and that this was a resident safety issue, however corrective action to verify that these checks were taking place was not implemented until after the resident fell.
Outcome Corrective action taken by the Licensee.

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
	July 15, 2014