

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

Inspection Information	
Date of Inspection: May 16, 2014	Name of Inspector: Janet Evans
Inspection Type: Mandatory Reporting Inspection	
Licensee: Caessant Care Nursing and Retirement Homes Limited / 264 Norwich Avenue, Woodstock, ON N4S 3V9 (the "Licensee")	
Retirement Home: Caessant Care Fergus / 450 Queen Street E, Fergus, ON N1M 2Y7 (the "home")	
Licence Number: T0031	

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 O. Reg. 166/11, s. 36; Continence care.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 36. (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 continence care, the licensee shall establish a continence care program that includes,</p> <ul style="list-style-type: none"> (a) measures to promote continence; (b) measures to prevent constipation, including nutrition and hydration protocols; (c) toileting programs; and (d) strategies to maximize the resident's independence, comfort and dignity, including the use of equipment, supplies, devices and assistive aids. <p>(2) If, as part of the continence care program, a licensee provides continence care products to a resident, the licensee shall,</p> <ul style="list-style-type: none"> (a) provide products that, <ul style="list-style-type: none"> (i) are based on the resident's individually assessed needs, (ii) properly fit the resident, (iii) promote the resident's comfort, ease of use, dignity and good skin integrity, (iv) promote continued independence wherever possible, and (v) are appropriate for the time of day, and for the individual resident's type of incontinence; and (b) evaluate the resident's satisfaction with the products at least annually in consultation with the resident, the resident's substitute decision-makers, if any, and the staff who provide care services to the resident, and consider the evaluation when purchasing products.

Inspection Finding

The Licensee reported that they did not offer continence care as a service. From interviews with staff and residents it was evident that continence care was provided and that the home did not have a program established that met the O. Reg. 166/11, s. 36.

Outcome

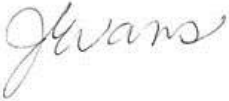
Corrective action taken by the Licensee as they have relocated the identified residents to long term care and advise they will not be providing continence care.

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 17, 2014
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