

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

Inspection Information	
<b>Date of Inspection:</b> June 10, 2014	<b>Name of Inspector:</b> Corina Gadde (L); Georges Gauthier
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Symphony Senior Living Ottawa LP / 36 Toronto Street, Unit 501, Toronto, ON M5C 2C5 (the "Licensee")	
<b>Retirement Home:</b> Moments Manor, Orleans / 1510 St. Joseph Boulevard, Orleans, ON K1C 7L1 (the "home")	
<b>Licence Number:</b> N0273	

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 O. Reg. 166/11, s. 35; Assistance with bathing.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p align="center"><b>s. 35.</b> If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with bathing, the licensee shall ensure that,</p> <p align="center">(c) the resident is bathed as frequently as is consistent with the resident's plan of care.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee could not demonstrate how frequently a resident was bathed. There was a partially filled out flow sheet for June 2014 which did not clearly demonstrate whether she was bathed and no other flow sheets could be located during inspection. Staff stated that the resident refuses to be bathed most of the time so she is sponge bathed instead. The resident's daughter stated she has communicated strategies to staff to encourage her mother to bath, but those were not being used.</p>
<p><b>Outcome</b></p> <p>Corrective action taken by the Licensee.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p>

**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.

(3) If a licensee or a staff member of a retirement home has reason to believe that a resident’s care needs may include dementia care, skin and wound care, or the use of a personal assistance services device, the licensee shall ensure that the full assessment is,

- (a) conducted by a member of a College, as defined in the Regulated Health Professions Act, 1991; and

**Inspection Finding**

The resident had an initial assessment, but there was no evidence of a full assessment completed in the required timeframe. An assessment was printed from the computer during inspection which the Regional Director of Wellness said was completed April 1, 2014. It was not signed or dated and it was not evident who completed the assessment or whether it was conducted by a member of a College, as defined in the *Regulated Health Professions Act, 1991*.

**Outcome**

Corrective action taken by the Licensee.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Plan of care.**

**s. 62. (1)** When a resident commences his or her residency in a retirement home, the licensee shall, within the prescribed times, ensure that the resident is assessed and that a plan of care is developed based on the assessment and in accordance with this section and the regulations.

**Inspection Finding**

There was no evidence that the resident had a plan of care. There was no plan of care in her chart, which is where staff said they would look for it. The Regional Director of Wellness printed 2 documents that both had headings of “Resident Assessment” and indicated that one is the plan of care. It was not in use at the time of inspection and staff did not know how to access it.

**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 24, 2014
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