

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

Inspection Information	
Date of Inspection: June 20, 2014	Name of Inspector: Michael Hickey
Inspection Type: Mandatory Reporting Inspection	
Licensee: 1103161 Ontario Limited / 495093 10th Line, Woodstock, ON N4S 7V7 (the "Licensee")	
Retirement Home: Delrose Retirement Residence / 725 Gibraltar Street, Delhi, ON N4B 3C7 (the "home")	
Licence Number: S0143	

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 the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>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.</p>
<p>Inspection Finding</p> <p>The Licensee self-reported to the RHRA an incident of resident neglect resulting from incompetent care administered by a registered staff member of the home.</p> <p>An investigation by the home confirmed that a resident was found in distress by an external care provider. The actions and inactions of the staff member failed to provide the resident with the care and assistance required for her health, safety or well-being.</p> <p>Specifically, the female resident was found to have been:</p> <ul style="list-style-type: none"> • Improperly assessed after a reported fall • Improperly moved after a reported fall • Not reassessed upon the staff member becoming aware of the further health concerns of the resident • Not transported to a hospital as required by the Licensee's medical emergency policies <p>Subsequent assessment by a second staff member resulted in the transfer of the resident to a local Hospital Emergency Service approximately 12 hours after initial discovery of the resident fall. Emergency medical services confirmed the resident had sustained a fractured hip.</p> <p>The licensee responded to the incident by terminating the employment of the staff member in accordance with the terms of the policy to promote the zero tolerance of abuse and neglect as adopted by the Licensee.</p>

Outcome

Corrected 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 August 14, 2014
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