

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

Inspection Information	
Date of Inspection: July 23, 2014	Name of Inspector: Michael Hickey
Inspection Type: Routine Inspection	
Licensee: 1528402 Ontario Limited / 7835 Confederation Line, Watford, ON N0M 2S0 (the "Licensee")	
Retirement Home: Brookside Retirement Living / 7835 Confederation Line, Watford, ON N0M 2S0 (the "home")	
Licence Number: S0017	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) 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. 60; Safety plans. The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>60. (4) Every licensee of a retirement home shall ensure that the following are in place for the home:</p> <ol style="list-style-type: none"> 1. An emergency plan that responds to emergencies in the home or in the community in which the home is located and that meets the prescribed requirements. <p>25. (1) The emergency plan for a retirement home that has more than 10 residents shall, in addition to the requirements in section 24, meet the requirements set out in this section.</p> <p>25. (2) The licensee shall ensure that the development of the emergency plan includes,</p> <ol style="list-style-type: none"> (a) consultation with the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency; (b) identification of hazards and risks that may give rise to an emergency affecting the home, whether the hazards and risks arise within the home or in the surrounding vicinity or community, and strategies to address those hazards and risks. <p>25. (3) The licensee shall ensure that the emergency plan provides for the following:</p> <ol style="list-style-type: none"> 1. Dealing with, <ol style="list-style-type: none"> ii. community disasters, iii. violent outbursts,

- iv. bomb threats,
- v. medical emergencies,
- vi. chemical spills,
- vii. situations involving a missing resident,
- viii. loss of one or more essential services.

Inspection Finding

Routine inspection revealed the Licensee did not have in place a prescribed written emergency plan for the retirement home.

Outcome

Corrective action taken by Licensee.

- 2. The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.
The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.
The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records.**

Specifically, the Licensee failed to comply with the following subsection(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.

47. (2) No later than 21 days after a resident commences residency in a retirement home, the licensee of the home shall develop a complete plan of care for the resident based on the full assessment of the resident’s care needs and preferences conducted under section 44 that takes into account all of the matters that must be considered in a full assessment.

55. (2) The record for each resident shall include,
(b) if the resident was assessed for the purposes of developing the resident’s plan of care, documentation of when the resident was assessed and by whom;

Inspection Finding

Routine inspection revealed the Licensee did not demonstrate that full assessments of resident care needs were completed within the prescribed 14 day period after new residents commenced residency. Residents files indicated Plans of Care were not completed as prescribed.

Outcome

Corrective action taken by Licensee.

- 3. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.**

Specifically, the Licensee failed to comply with the following subsection(s):

23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

- (a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;
- (d) protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk to the resident or others in the home.

Inspection Finding

Routine inspection revealed the Licensee did not develop and implement a written behaviour management strategy as prescribed.

Outcome

Corrective action taken by Licensee.

4. The Licensee failed to comply with O. Reg. 166/11, s. 31; Medication management system.

Specifically, the Licensee failed to comply with the following subsection(s):

31. (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 the administration of a drug or other substance, the licensee shall establish a medication management system, which includes written policies and procedures, to ensure that all drugs and other substances to be administered to residents of the home are acquired, received in the home, stored, dispensed, administered, destroyed and disposed of correctly as required by law and in accordance with prevailing practices.

Inspection Finding

Routine inspection revealed the Licensee did not establish a written medication management system as prescribed. Administration of drugs or other substances was confirmed as a care service provided by the Licensee to residents of the home.

Outcome

Corrective action taken by 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 September 19, 2014
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