RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: July 24, 2014	**Name of Inspector:** Sue McKechnie
Inspection Type: Mandatory Reporting Inspection	
Licensee: Leacock Retirement Lodge Ltd. / 298 Forest Avenue, Orillia, ON L3V 0C3 (the "Licensee")	
Retirement Home: Leacock Retirement Lodge Ltd. / 298 Forest Avenue , Orillia, ON L3V 0C3 (the "home")	
Licence Number: N0242	

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 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

The home failed to follow their pharmacy procedure for Medication Reconciliation (of Physician Orders), which is to be conducted upon admission, re-admission and discharge of the resident. A resident was admitted November 26, 2013, and physician orders from more than one source were available. There was no evidence of reconciliation of these orders, dated November 22, 25, and 26, 2013. Physician's orders were not always written or processed according to the pharmacy policy and did not always contain the physician's name, person receiving the order, date, time of order given and processing and signatures/initials of two staff checking each order. The home failed to ensure that physician orders for tests were completed and results received within an appropriate time period.

Outcome

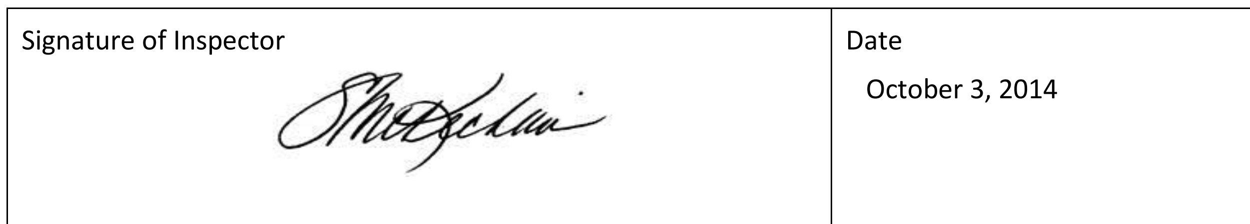
Corrective action taken by the Licensee.

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
	October 3, 2014