RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: September 4, 2014	**Name of Inspector:** Susan Lines
Inspection Type: Mandatory Reporting Inspection	
Licensee: 480 Metcalfe Street (Ottawa) LP / 36 Toronto Street, Toronto, ON M5C 2C5 (the "Licensee")	
Retirement Home: The Palisades Retirement Residence / 480 Metcalfe Street, Ottawa, ON K1S 3N6 (the "home")	
Licence Number: N0191	

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 the RHA, S.O. 2010, c. 11, s. 67; Same, neglect. Specifically, the Licensee failed to comply with the following subsection(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.
Inspection Finding The home's staff confirmed that they did not watch the resident take her medication routinely. Consequently medications were not administered in a safe manner. Management was made aware that the resident's medications had been found in her suite but no investigation or corrective action took place. The resident was prescribed medications related to heart ailments and other medical concerns. The resident's physician had to respond to medical changes in response to lab work but was not informed of repeated medication errors relating to the resident not taking her medication. The Licensee did not ensure that the home's staff was adequately trained in administration of medication. There was no evidence that the home reassessed the resident or made revisions to her Plan of Care to assist staff in providing proper care. The failure of the Licensee to ensure that staff administered her medications correctly jeopardized the health and well-being of the resident.
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 17, 2014