

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

Inspection Information	
Date of Inspection: October 2, 2014	Name of Inspector: Michael Hickey
Inspection Type: Mandatory Reporting Inspection	
Licensee: Caessant Care Nursing and Retirement Homes Limited / 264 Norwich Avenue, Woodstock, ON N4S 3V9 (the "Licensee")	
Retirement Home: The Maples Home for Seniors / 94 William Street, Tavistock, ON N0B 2R0 (the "home")	
Licence Number: S0023	

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; Same, neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><u>67. (2)</u> 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>A report was filed with the RHRA concerning the incompetent care and neglect of a resident who sustained a head injury as the result of a fall. The staff member on duty failed to contact 911 as prescribed by the Licensee's policies. The staff member failed to contact the family of the resident as requested by the resident. The failure of the staff member to contact either 911 emergency services or the family put the resident's health and well-being at risk. The staff member was not qualified to assess the resident's health needs and was also not qualified to decide on the resident's behalf not to contact the 911 or the family. As such, the resident was neglected by the inaction of the staff member to provide for the care and assistance required for the for the resident's health, safety, or well-being.</p>
<p>Outcome</p> <p>Corrective action taken by the Licensee.</p>

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 December 1, 2014
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