RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: November 25, 2014	**Name of Inspector:** Sue McKechnie
Inspection Type: Mandatory Reporting Inspection	
Licensee: Chartwell Master Care Corporation / 100 Milverton Drive, Mississauga, ON L5R 4H1 (the "Licensee")	
Retirement Home: Chartwell Whispering Pines Retirement Residence / 140 Letitia Street, Barrie, ON L4N 1P5 (the "home")	
Licence Number: N0060	

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 On November 4 and 5, 2014, The home failed to follow correct procedures for the administration of medication in relation to one resident. November 4 at 8 am, one medication appeared to have been given and then crossed out with no accompanying progress note or explanation. One other medication was not given and the Medication Administration Record (MAR) indicated that the resident was not in the home, but was in hospital, which was not correct. On November 5 at 8 am, 7 medications were signed for and then crossed out with no progress note or explanation given. Insulin ordered to be administered twice a day was not given at 8 am, November 5 as required. MAR directions specified that the insulin dose was to be split and administered at 2 sites to improve action and these directions were not followed.
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
	January 12, 2015