

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

Inspection Information	
Date of Inspection: June 24, 2015	Name of Inspector: Susan Lines
Inspection Type: Compliance Inspection	
Licensee: Carveth Nursing Home Limited / 375 James Street, Gananoque, ON K7G 2Z1 (the "Licensee")	
Retirement Home: Carveth Care Centre / 375 James Street, Gananoque, ON K7G 2Z1 (the "home")	
Licence Number: N0017	

Purpose of Inspection
The RHRA conducts compliance inspections as set out in section 77(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general. 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>24. (5) The licensee shall,</p> <p>(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,</p> <p>(i) the loss of essential services,</p> <p>(ii) situations involving a missing resident,</p> <p>(iii) medical emergencies,</p> <p>(iv) violent outbursts;</p> <p>25. (2) The licensee shall ensure that the development of the emergency plan includes,</p> <p>(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> <p>25. (3) The licensee shall ensure that the emergency plan provides for the following:</p> <p>1. Dealing with,</p> <p>ii. community disasters,</p> <p>iii. violent outbursts,</p> <p>v. medical emergencies,</p>

- vi. chemical spills,
- vii. situations involving a missing resident,

25. (4) The licensee shall ensure that the emergency plan addresses the following components:

- 1. Plan activation.
- 2. Lines of authority.
- 3. Communications plan.
- 4. Specific staff roles and responsibilities.

25. (5) The licensee shall ensure that the emergency plan for the retirement home is evaluated and updated at least annually and that the updating includes contact information for the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency.

Inspection Finding

There was no evidence that the home had tested its loss of essential services procedure. The home provided some information relating to the testing of its procedure for missing residents, medical emergency and violent outburst but the home did not provide evidence of having procedures for these in its emergency plan. Consequently it was not possible to verify that the home had tested its procedures for these types of emergency. The home’s plan identified some risks but did not include strategies to address them. The plan did not provide for community disasters, violent outbursts, chemical spills or situations involving a missing resident. The plan did not address plan activation, lines of authority or specific staff roles and responsibilities for all of the required types of emergency required. Management of the home confirmed that the home’s communications plan was not in the emergency plan. The home’s emergency plan did not meet the requirements. Consequently the plan had not been adequately evaluated and updated.

Outcome

Corrective action scheduled to be completed by the Licensee by August 14, 2015.

**2. The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs.
The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.**

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

43. (2) The initial assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

- 1. Continence.
- 2. Presence of infectious diseases.
- 4. Known allergies.
- 5. Dietary needs including known food restrictions.
- 6. Cognitive ability.

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.

44. (2) The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

- 5. Need for care services.

Inspection Finding

The three initial assessments reviewed showed that the home did not consistently assess residents for all the required topics. Two of the three full assessments reviewed showed that the home had not consistently completed full assessments within the required timeframe. The home’s full assessments did not clearly show that residents were assessed for personal hygiene care service.

Outcome

Corrective action scheduled to be completed by the Licensee by August 14, 2015.

3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.

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

65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

- (d) the licensee’s policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;

Inspection Finding

There was no evidence that three staff had received training in the home’s PASD policy.

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 July 22, 2015
---	-----------------------