RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: August 5, 2015	**Name of Inspector:** Debbie Rydall
Inspection Type: Mandatory Reporting Inspection	
Licensee: 2455810 Ontario Inc. / 109 West Oak Street, Toronto, ON M9N 3Z7 (the "Licensee")	
Retirement Home: Magnolia Retirement Home / 320 Dalhousie Street, Brantford, ON N3S 3V7 (the "home")	
Licence Number: S0373	

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; Protection against abuse and neglect. Specifically, the Licensee failed to comply with the following subsection(s): **67. (1)** Every licensee of a retirement home shall protect residents of the home from abuse by anyone.
Inspection Finding There was sufficient evidence obtained through interviews with residents and with both past and present staff to support that there had been witnessed incidents of verbal abuse by staff and or management of the home. The Licensee failed to protect the residents of the home from abuse by not ensuring that staff had received the required training and by not ensuring that their zero abuse policy was compliant with the requirements of the legislation and adhered to by both staff and management.
Outcome Corrective action scheduled to be completed by the Licensee by September 30, 2015.
2. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal. Specifically, the Licensee failed to comply with the following subsection(s): **40.** 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 provision of a meal, the licensee shall ensure that, (a) if the licensee is the sole provider of the resident's meals, the resident is offered at least three meals per day at reasonable and regular meal hours, a beverage between the morning and midday

meals, a snack and a beverage between the midday and evening meals and a snack and a beverage after the evening meal;

(b) menus provide adequate nutrients, fibre and energy for the resident, include fresh seasonal foods and are consistent with standards of good nutrition in Canada;

(c) the menu is varied and changes daily;

(d) the menu cycle changes at least every 21 days;

(e) the menu includes alternative entrée choices at each meal;

(f) an individualized menu is developed for the resident if the resident's needs cannot be met through the home's menu cycle;

(g) the resident is informed of his or her daily and weekly menu options;

(i) food service workers and staff assisting the resident are aware of the resident's diet, special needs and preferences;

Inspection Finding

The inspection revealed that the weekly menu provided by the home was not aligned with the requirements of the legislation; specifically the menu cycle was for 7 days instead of the required 21 days; alternate entrée choices were not provided at each meal and the current menu was not consistent with standards of good nutrition. Residents were not provided with a snack and a beverage after their evening meal and there was no evidence provided to support that an individualized menu was developed for resident's whose needs could not be met through the home's menu.

Outcome

Corrective action scheduled to be completed by the Licensee by September 30, 2015.

3. The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records.
The Licensee failed to comply with O. Reg. 166/11, s. 56; Format and retention of records.

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

55. (1) The licensee of a retirement home shall keep a record for each resident of the home that complies with the requirements of this section.

55. (2) The record for each resident shall include,

(a) documentation of all consents related to the collection, use, retention or disclosure of the resident's personal information, including personal health information;

(b) if the resident was assessed for the purposes of developing the resident's plan of care, documentation of when the resident was assessed and by whom;

(c) if the resident did not consent to an assessment, documentation of that fact;

(d) a copy of the resident's most recent plan of care;

55. (5) A licensee of a retirement home shall keep records proving compliance with the Act and this Regulation in relation to,

(c) the skills, qualifications and training of the staff who work in the home;

56. (2) This section applies to all records that the licensee of a retirement home is required to keep under the Act or this Regulation, including records relating to a resident, and documentation that the licensee is required to keep when providing a care service to a resident.
Inspection Finding The inspection revealed that the Licensee didn't maintain the required records for each resident and there was no documented evidence of staff training as per the legislative requirements.
Outcome Corrective action scheduled to be completed by the Licensee by December 31, 2015.

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
	September 21, 2015