

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

Inspection Information	
Date of Inspection: November 19, 2015	Name of Inspector: Debbie Rydall
Inspection Type: Mandatory Reporting Inspection	
Licensee: Sanpart Innisfil Beach Limited / 985 Innisfil Beach Road, Innisfil, ON L9S 4M8 (the "Licensee")	
Retirement Home: Lakeside Retirement at Innisfil / 985 Innisfil Beach Road, Innisfil, ON L9S 4M8 (the "home")	
Licence Number: N0102	

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. 74; Licensee's duty to respond to incidents of wrongdoing.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>74. Every licensee of a retirement home shall ensure that,</p> <p>(a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated:</p> <p>(i) abuse of a resident of the home by anyone,</p> <p>(b) appropriate action as determined in the context of this Part and in the circumstances is taken in response to every incident described in clause (a);</p> <p>(c) the prescribed requirements, if any, for investigating and responding as required under clauses (a) and (b) are complied with.</p>
<p>Inspection Finding</p> <p>Interviews and documented evidence supported that the home's management was aware of incidents that alleged harassment and bullying of 1 resident by 2 other residents residing in the home; however there was no evidence to support that the Licensee had recognized the reported incidents as being potential abuse and didn't implement the required investigation.</p>
<p>Outcome</p> <p>Corrective action taken by the Licensee.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Plan of care.</p>

The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.

The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.

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

62. (1) When a resident commences his or her residency in a retirement home, the licensee shall, within the prescribed times, ensure that the resident is assessed and that a plan of care is developed based on the assessment and in accordance with this section and the regulations.

62. (9) The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:

1. The resident or the resident's substitute decision-maker.

62. (12) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,

- (a) a goal in the plan is met;
- (b) the resident's care needs change or the care services set out in the plan are no longer necessary;
- (c) the care services set out in the plan have not been effective.

Inspection Finding

The required plans of care were not in place for 2 of the 3 residents and the plan of care for the 3rd resident had not been updated and revised as per the requirements of the legislation.

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 December 29, 2015
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