RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: November 18, 2015	**Name of Inspector:** Susan Lines
Inspection Type: Mandatory Reporting Inspection	
Licensee: 480 Metcalfe Street (Ottawa) LP / 20 Toronto Street, Toronto, ON M5C 2B8 (the "Licensee")	
Retirement Home: The Palisades Retirement Residence / 480 Metcalfe Street, Ottawa, ON K1S 3N6 (the "home")	
Licence Number: N0191	

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. 22; Risk of falls.

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

22. (1) Every licensee of a retirement home shall develop, document and implement strategies to reduce or mitigate the risk of falls in common areas of the home.

Inspection Finding

The home did not complete a fall risk assessment for a resident upon admission or after any of the three falls as their strategy required. The resident's plan of care was not updated after the second and third falls as the home's strategy required. There was no incident report completed for one of the falls. The plan of care did not outline interventions as the home's falls strategy required. Staff did not have a consistent understanding that the resident had had a history of several falls. While there was no clear evidence of neglect or incompetent or improper treatment or care, there was noncompliance found with regard to the implementation of the home's falls strategy. A second resident had a history of one fall within three months prior to her death. Staff was not aware of her falls history. The resident's plan of care was not updated post-fall as the home's falls strategy required. The home's staff did not complete incident forms for all of a third resident's falls. There was no evidence that the home had completed fall risk assessments after the resident's falls or updated her plan of care as the home's falls strategy required. The home's documentation did not specify the risk level for a fourth resident clearly as required by their falls strategy. The home had failed to complete incident reports for all of the resident's falls and had not completed fall risk assessments post falls as the home's falls strategy required. The plan of care did not include interventions related to the resident's risk for falls as the home's strategy falls required. Staff had an inconsistent understanding of the resident's ability to ambulate.

Outcome

Corrective action taken by the Licensee.

2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.
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.
The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.

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

62. (4) The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,

(b) the planned care services for the resident that the licensee will provide, including,

(i) the details of the services,

(ii) the goals that the services are intended to achieve,

(iii) clear directions to the licensee's staff who provide direct care to the resident;

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.

3. A person with the requisite expertise in assessing the suitability of care services for the resident in light of those set out in the plan, if there is no person prescribed for the purpose of paragraph 2.

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,

(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.

47. (2) No later than 21 days after a resident commences residency in a retirement home, the licensee of the home shall develop a complete plan of care for the resident based on the full assessment of the resident's care needs and preferences conducted under section 44 that takes into account all of the matters that must be considered in a full assessment.

Inspection Finding

Four residents' plans of care were not approved as required. A resident sustained multiple falls and had a history of risk behaviours but these were not documented on her plan of care. The resident's plan of care had not been updated since May 31, 2014. The plan of care did not include details of all the care services the resident was to receive, goals or clear directions to the staff.

Outcome

Corrective action scheduled to be taken by the Licensee by Jan 31, 2016.

3. The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.

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

25. (3) The licensee shall ensure that the emergency plan provides for the following:

1. Dealing with,

v. medical emergencies,

Inspection Finding

The home's medical emergency plan was not customized to the home.

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 21, 2016