

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

Inspection Information	
Date of Inspection: February 3, 2016	Name of Inspector: Georges Gauthier
Inspection Type: Complaint Inspection	
Licensee: Dundas Retirement Place Inc. / 33 Main Street, Dundas, ON L9H 2P7 (the "Licensee")	
Retirement Home: Dundas Retirement Place / 33 Main Street, Dundas, ON L9H 2P7 (the "home")	
Licence Number: S0162	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>The Licensee failed to comply with O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect.</p> <p>The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>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,</p> <p align="center">(b) the resident's care needs change or the care services set out in the plan are no longer necessary;</p> <p>67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p> <p>15. (3) The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,</p> <p align="center">(e) provide that the licensee of the retirement home shall ensure that the resident and the resident's substitute decision-makers, if any, are notified of the results of an investigation described in clause 67 (5) (e) of the Act immediately upon the completion of the investigation;</p> <p>44. (2) The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:</p> <p align="center">4. Behavioural issues.</p>

Inspection Finding

An allegation was made indicating a staff member was heard screaming at a male resident in January 2015. A second incident occurred in January 2015 where the male resident cornered a female resident, attempted to strike her, and staff intervened. None of the necessary documentation was completed, no evidence was gathered, and not all the appropriate notifications were made. The Licensee did not ensure its abuse policy was complied with as the matters were not fully investigated and documented in accordance with the legislation and the Licensee’s abuse policy. The male resident’s full assessment and plan of care had not been reviewed and updated since October 2014. The full assessment did not consider behavioural issues and the documents had not been updated to show the resident was a risk to others. Furthermore, the abuse policy did not address the listed item.

Outcome

Corrective action scheduled to be completed by the Licensee by March 31, 2016.

2. 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. 17; Cleanliness.

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

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;

17. (1) Every licensee of a retirement home shall ensure that the common areas of the home, including the floors and any furnishings, equipment and linens in those areas, are clean and sanitary.

17. (3) The licensee shall document the routines and methods used to comply with subsections (1) and (2).

Inspection Finding

On January 23, 2016, the odour of fecal matter was present in a hallway and feces was observed on the hallway carpeting. The matter was reported to the RHRA and a resident was identified as having increased issues with incontinence. There was no evidence to show the resident’s full assessment was reviewed or the plan of care had been updated to reflect her changing needs since October 2014. During the inspection, dried fecal matter was observed in a common washroom and it was tracked towards the carpeted hallway. In addition, another common bathroom had a strong smell of urine. Further, the Licensee’s procedures for cleanliness and sanitation did not address the cleaning of feces on floors and carpeted areas.

Outcome

Corrective action scheduled to be completed by the Licensee by March 31, 2016.

3. The Licensee failed to comply with O. Reg. 166/11, s. 21; Hazardous substances.

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

21. (2) Every licensee of a retirement home shall ensure that all hazardous substances used by staff of the home or under their control are labelled properly and are kept inaccessible to residents at all times.

Inspection Finding

During the inspection, a cleaning cart containing numerous cleaning agents was stored under a stairwell next to a dining room. The Licensee failed to ensure that all hazardous substances used by staff of the home or under their control are kept inaccessible to residents at all times.

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 March 9, 2016
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