

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

Inspection Information	
Date of Inspection: September 28, 2015	Name of Inspector: Douglas Crust
Inspection Type: Mandatory Reporting Inspection	
Licensee: L'chaim Retirement Homes Inc. / 718 Sheppard Avenue, Toronto, ON M3H 2S6 (the "Licensee")	
Retirement Home: L'chaim Retirement Homes Inc. / 718 Sheppard Avenue, Toronto, ON M3H 2S6 (the "home")	
Licence Number: T0041	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA") in relation to the conduct of an external care provider.

NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 68; Restraints prohibited.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>68. (1) No licensee of a retirement home and no external care providers who provide care services in the home shall restrain a resident of the home in any way, including by the use of a physical device or by the administration of a drug except as permitted by section 71.</p>
<p>Inspection Finding</p> <p>At the time of the inspection, there was evidence of the resident being confined on multiple occasions by use of a child restraint device attached to the inside doorknob of the room door so that she could not get out and there was insufficient evidence of monitoring.</p>
<p>Outcome</p> <p>Corrective action taken by the Licensee.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 19; Maintenance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>19. (1) Every licensee of a retirement home shall ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.</p>

19. (2) The maintenance program shall include policies and procedures for routine, preventative and remedial maintenance of the following in the retirement home:

1. Plumbing fixtures, toilets and sinks located in common areas of the home.
2. Heating systems and hot water boilers.
3. If provided by the licensee, ventilation systems, air conditioning systems, hot water holding tanks and computerized systems monitoring the home’s water temperature.
4. If provided by the licensee, equipment, devices, assistive aids, positioning aids and shower grab bars.

Inspection Finding

At the time of the inspection the licensee did not provide evidence of a written maintenance program in place that met all the legislated requirements.

Outcome

Corrective action taken by the Licensee.

- 3. 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.**

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,
 - (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.

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.

Inspection Finding

At the time of inspection the plans of care which were documented did not meet all the prescribed requirements and had not been approved by the resident or the resident's substitute decision-maker.

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 15, 2016
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