RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: March 8, 2016	**Name of Inspector:** Susan Lines
Inspection Type: Mandatory Reporting Inspection	
Licensee: Heritage Heights Retirement Home Inc. / C1720 Concession 11, Cannington, ON L0E 1E0 (the "Licensee")	
Retirement Home: Heritage Heights Retirement Home Inc / 1755 Vincent Massey Drive, Cornwall, ON K6H 5R6 (the "home")	
Licence Number: N0223	

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. 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; Documentation.** **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, (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. **62. (11)** The licensee shall ensure that the following are documented in accordance with the regulations, if any: 1. The provision of the care services set out in the plan of care. 2. The outcomes of the care services set out in the plan of care.

3. The effectiveness of the plan of care.

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

A resident's plan of care did not adequately contain the details of the care services the resident received, the goals that the services were intended to achieve, or clear directions to the licensee's staff who provided direct care to the resident as required. The plan of care was not approved by the resident or their substitute decision-maker as required. The home's staff had not adequately documented the provision of the care services set out in the plan of care, the outcomes of the care services set out in the plan of care or the effectiveness of the plan of care as required. The home's staff had not adequately reassessed the resident after his care needs change and updated the plan of care as required.

Outcome

Corrective action scheduled to be taken by the Licensee by April 30, 2016.

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
	April 18, 2016