

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

Inspection Information	
<b>Date of Inspection:</b> May 30, 2016	<b>Name of Inspector:</b> Michele Davidson
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Delmanor Northtown Inc. / 5351 Yonge Street, North York, ON M2N 7L5 (the "Licensee")	
<b>Retirement Home:</b> Delmanor Northtown / 5351 Yonge Street, North York, ON M2N 7L5 (the "home")	
<b>Licence Number:</b> T0052	

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><b>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 O. Reg. 166/11, s. 47; Development of plan of care.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (12)</b> 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 style="padding-left: 40px;">(b) the resident's care needs change or the care services set out in the plan are no longer necessary;</p> <p><b>47. (4)</b> Subject to subsections (5) and (6), a plan of care for a resident is complete if the plan,</p> <p style="padding-left: 40px;">(b) sets out,</p> <p style="padding-left: 80px;">(i) any information that is necessary to allow the licensee's staff to understand the resident's needs and preferences, including cultural, spiritual and religious preferences and customary routines,</p> <p><b>47. (5)</b> If an assessment of a resident indicates that the resident's care needs may include dementia care, skin and wound care or the use of a personal assistance services device, the licensee shall ensure that an interdisciplinary care conference is held as part of the development of the resident's plan of care and that the resident's plan of care takes into account the results of the care conference.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee conducted an update to the plan of care within the required time period, however the plan of care did not address the resident's change in needs, specifically to exhibited behaviours. Further, the plan of care did not contain the outcome from the care conference held to address the resident's concerns and behaviours.</p>

**Outcome**


The Licensee took corrective action to achieve compliance.

**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 August 11, 2016
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