

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

Inspection Information	
Date of Inspection: August 26, 2016	Name of Inspector: Corina Gadde
Inspection Type: Complaint Inspection	
Licensee: Beacon Heights Limited Partnership / 175 Bloor Street, South Tower, Toronto, ON M4W 3R8 (the "Licensee")	
Retirement Home: Beacon Heights Retirement Residence / 2201 Montreal Road, Ottawa, ON K1J 0B4 (the "home")	
Licence Number: N0104	

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; Documentation.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>62. (11) The licensee shall ensure that the following are documented in accordance with the regulations, if any:</p> <ol style="list-style-type: none"> 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.
<p>Inspection Finding</p> <p>There was inadequate documentation of the provision of the care services set out in a resident's plan of care, the outcomes of the care services, and the effectiveness of the plan of care.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by September 30, 2016. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.</p> <p>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

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,

- (a) the care services that are part of a package of care services that the resident is entitled to receive under the resident’s agreement with the licensee, whether or not the resident receives the services;
- (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.

Inspection Finding

A resident’s most recent plan of care was not approved by the resident or substitute decision maker. It did not demonstrate whether the resident received dementia care as a care service, and it did not include goals for the care services, adequate details of the care services being provided, or clear directions to the staff who provide direct care to the resident.

Outcome


The Licensee submitted a plan to achieve compliance by September 30, 2016. RHRA to confirm compliance by inspection.

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 September 13, 2016
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