

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

Inspection Information	
Date of Inspection: November 14, 2016	Name of Inspector: Georges Gauthier
Inspection Type: Mandatory Reporting Inspection	
Licensee: Schlegel Villages Inc. / 325 Max Becker Drive, Kitchener, ON N2E 4H5 (the "Licensee")	
Retirement Home: The Village of Tansley Woods / 4100 Upper Middle Road, Burlington, ON L7M 4W8 (the "home")	
Licence Number: S0227	

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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p>
<p>Inspection Finding</p> <p>A resident fell on 9 November 2016 sustaining injuries that included a broken hip and she subsequently died three days later at a hospital. The evidence showed that since 19 June 2015, the resident had fallen 8 times. Since the resident's last plan of care dated 3 March 2016, the resident had fallen five times and two of these falls occurred on successive dates that were within 16 days of this final event. On 24 May 2016, the resident suffered a fall that was not documented as required by Licensee's falls strategy and it was discovered three days later she had a broken collarbone. Since 19 June 2015, there was no evidence to show the resident's risk of falls had been considered during her assessments as required by the Licensee's falls strategy and the legislation. The plan of care was not reviewed and revised as required by the legislation and did not address the resident's increased risk of falls. The evidence showed a pattern of inaction that led to a failure to provide the resident with the care and assistance required for her health and safety.</p>
<p>Outcome</p> <p>The Licensee submitted plan to achieve compliance by December 13, 2016. RHRA to confirm compliance by inspection.</p>

- 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. 22; Risk of falls.
The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.**

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,
- (a) a goal in the plan is met;
 - (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.
- 22. (1)** Every licensee of a retirement home shall develop, document and implement strategies to reduce or mitigate the risk of falls in common areas of the home.
- 44. (2)** The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:
- 7. The matters listed in subsection 43 (2).

Inspection Finding

The Licensee’s falls strategy had not been fully implemented for a resident who had fallen repeatedly. Further, the resident’s assessment did not consider the risk of falls. Furthermore, the requirements related to the review and revision of a resident’s care plan had not been met.

Outcome


The Licensee submitted plan to achieve compliance by December 13, 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 November 30, 2016
---	---------------------------