

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: April 4, 2017	Name of Inspector: Julie Hebert
Inspection Type: Compliance Inspection	
Licensee: HCN-Revera Lessee (Chatham) LP / 55 Standish Court, 8th Floor, Mississauga, ON L5R 4B2 (the "Licensee")	
Retirement Home: Chatham Retirement Resort / 25 Keil Drive, Chatham, ON N7L 5J9 (the "home")	
Licence Number: S0385	

Purpose of Inspection
The RHRA conducts compliance inspections as set out in section 77(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. 60; Standards. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal. The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>60. (1) Every licensee of a retirement home shall ensure that the care services that the licensee and the staff of the home provide to the residents of the home meet the prescribed care standards.</p> <p>40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,</p> <p style="padding-left: 40px;">(j) staff monitor the resident during meals as required;</p> <p>55. (3) In addition to subsection (2), for each resident of a retirement home to which the licensee of the home provides at least one care service, the record shall include,</p> <p style="padding-left: 40px;">(b) the information required under subsection 62 (11) of the Act.</p>
<p>Inspection Finding</p> <p>The inspection revealed that a resident had been missing from the home for approximately 10 hours prior to staff becoming aware of her absence, despite the fact that she was to receive care services; specifically provision of a meal and medication administration. The evidence supported that the resident had been absent from 2 meals and registered staff had documented that they had administered her medications when in fact she was not in the building at those times. The home's failure to meet the prescribed care standards, and to follow their own policies resulted in the home not taking appropriate and timely action.</p>

Outcome


The Licensee submitted a plan to achieve compliance by May 31, 2017. 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 May 30, 2017
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