

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

Inspection Information	
<b>Date of Inspection:</b> August 18, 2017	<b>Name of Inspector:</b> Michele Davidson
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Lifetimes Limited Partnership / 3200 Dufferin Street, Toronto, ON M6A 3B2 (the "Licensee")	
<b>Retirement Home:</b> The Millwood / 921 Millwood Road, Toronto, ON M4G 1X2 (the "home")	
<b>Licence Number:</b> T0390	

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 O. Reg. 166/11, s. 35; Assistance with bathing. The Licensee failed to comply with O. Reg. 166/11, s. 36; Continence care.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>35.</b> If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with bathing, the licensee shall ensure that,</p> <p>(c) the resident is bathed as frequently as is consistent with the resident's plan of care.</p> <p><b>36. (1)</b> If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is continence care, the licensee shall establish a continence care program that includes,</p> <p>(a) measures to promote continence;</p> <p>(c) toileting programs;</p> <p>(d) strategies to maximize the resident's independence, comfort and dignity, including the use of equipment, supplies, devices and assistive aids.</p>
<p><b>Inspection Finding</b></p> <p>The evidence indicated that assistance with bathing was not performed as prescribed in the resident's plan of care. Further, the continence care provided lacked the items listed.</p>
<p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 19; Maintenance.</b></p>

Specifically, the Licensee failed to comply with the following subsection(s):

**19. (1)** Every licensee of a retirement home shall ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.

**Inspection Finding**

The Licensee failed to maintain the resident's suite in good repair.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

- 3. 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; Compliance with plan.  
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. (10)** The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.

**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**

The resident's plan of care did not provide details of the services administered, goals to be achieved and directions to staff. Further, the services provided were not in accordance with the plan of care and documentation lacked the items listed. Finally, the plan of care was ineffective in meeting the resident's needs and was not revised to reflect the resident's change in care requirements.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

**4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.**

Specifically, the Licensee failed to comply with the following subsection(s):

**67. (2)** Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

**Inspection Finding**

The Licensee failed to provide the resident with the care required. The evidence demonstrated the resident's plan of care, care services administered and suite maintenance did not meet the residents' needs and created discomfort.

**Outcome**


The Licensee has advised it has taken corrective action to achieve compliance. 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  October 19, 2017
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