

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

Inspection Information	
Date of Inspection: February 22, 2018	Name of Inspector: Susan Lines
Inspection Type: Mandatory Reporting Inspection	
Licensee: Country Haven Retirement Homes Inc. / 105 King Street, Kitchener, ON N2G 2K8 (the "Licensee")	
Retirement Home: Country Haven Retirement Home / 1387 Beachburg Road, Beachburg, ON K0J 1C0 (the "home")	
Licence Number: N0131	

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. 69; Restrictions on use.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>69. (2) A licensee of a retirement home or an external care provider who provides care services in the home may permit the use of a personal assistance services device for a resident of the home only if,</p> <p>(a) the licensee has considered or tried alternatives to the use of the device but has found that the alternatives have not been, or considers that they would not be, effective to assist the resident with a routine activity of living;</p> <p>(d) the resident or, if the resident is incapable, the resident's substitute decision-maker, has consented to the use of the device;</p>
<p>Inspection Finding</p> <p>There was no evidence that the Licensee of the home had considered or tried alternatives to the use of PASDs prior to permitting the use of PASDs for a resident or that the resident's substitute decision-maker had consented to the use of the device as required.</p>
<p>Outcome</p> <p>Licensee must take corrective action to achieve compliance.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

47. (5) 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.

Inspection Finding

The licensee failed to ensure that an interdisciplinary care conference was held as part of the development of a resident’s plan of care as required when the home determined the resident may need PASDs.

Outcome

Licensee must take corrective action to achieve compliance.

3. The Licensee failed to comply with O. Reg. 166/11, s. 52; Personal assistance services devices.

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

- 52. (1)** Every licensee of a retirement home shall ensure that the home’s written policy under subsection 68 (3) of the Act deals with,
- (a) the duties and responsibilities of staff, including,
 - (i) who has the authority to apply a personal assistance services device to a resident or to release a resident from a personal assistance services device,
 - (c) the types of personal assistance services devices permitted to be used;
 - (d) how consent to the use of personal assistance services devices as set out in section 69 of the Act is to be obtained and documented;
 - (e) alternatives to the use of personal assistance services devices, including how the alternatives are planned, developed and implemented, using an interdisciplinary approach;
 - (f) how the use of personal assistance services devices in the home will be evaluated to ensure that all necessary use of a personal assistance services device is done in accordance with the Act and this Regulation.

Inspection Finding

The home’s Personal assistance services devices policy did not include all the requirements.

Outcome

Licensee must take corrective action to achieve compliance.

4. The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records.

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

- 55. (5)** A licensee of a retirement home shall keep records proving compliance with the Act and this Regulation in relation to,
- (c) the skills, qualifications and training of the staff who work in the home;

Inspection Finding

There was no record of training for two staff on the home's PASD policy at the time of inspection as required.

Outcome


Licensee must take 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 April 6, 2018
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