

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

Inspection Information	
<b>Date of Inspection:</b> April 17, 2018	<b>Name of Inspector:</b> Rachelle Harber
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Eurita Barbara Ashley / 657 Mount Pleasant Road, Mount Pleasant, ON N0E 1K0 (the "Licensee")	
<b>Retirement Home:</b> Brucefield Manor Retirement Home / 657 Mount Pleasant Road, Mount Pleasant, ON N0E 1K0 (the "home")	
<b>Licence Number:</b> S0312	

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. 17; Cleanliness.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>17. (1)</b> Every licensee of a retirement home shall ensure that the common areas of the home, including the floors and any furnishings, equipment and linens in those areas, are clean and sanitary.</p> <p><b>17. (3)</b> The licensee shall document the routines and methods used to comply with subsections (1) and (2).</p>
<p><b>Inspection Finding</b></p> <p>The evidence shows that the home does not document routines and methods used to comply with keeping the home clean and sanitary.</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. 40; Provision of a meal.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>40.</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 the provision of a meal, the licensee shall ensure that,</p>

- (a) if the licensee is the sole provider of the resident's meals, the resident is offered at least three meals per day at reasonable and regular meal hours, a beverage between the morning and midday meals, a snack and a beverage between the midday and evening meals and a snack and a beverage after the evening meal;
- (b) menus provide adequate nutrients, fibre and energy for the resident, include fresh seasonal foods and are consistent with standards of good nutrition in Canada;
- (d) the menu cycle changes at least every 21 days;
- (e) the menu includes alternative entrée choices at each meal;
- (g) the resident is informed of his or her daily and weekly menu options;

**Inspection Finding**

The evidence shows that the Licensee did not ensure that the requirements related to provision of a meal, are being met as listed.

**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 O. Reg. 166/11, s. 35; Assistance with bathing.  
The Licensee failed to comply with O. Reg. 166/11, s. 36; Contenance care.**

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;

**35.** 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,

- (c) the resident is bathed as frequently as is consistent with the resident's plan of care.

**36. (1)** 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,

- (a) measures to promote continence;
- (b) measures to prevent constipation, including nutrition and hydration protocols;
- (c) toileting programs;
- (d) strategies to maximize the resident's independence, comfort and dignity, including the use of equipment, supplies, devices and assistive aids.

**Inspection Finding**

The evidence shows that continence care is a care service being provided by the home. The home does not have a continence care program in place. Further, plans of care have not been completed for those residents who are being provided with continence care as well as assistance with bathing, including bathing frequency.

**Outcome**


The 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 May 23, 2018
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