

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

Inspection Information	
Date of Inspection: August 2, 2018	Name of Inspector: Ben Razulis
Inspection Type: Complaint Inspection	
Licensee: Butternut Manor Uxbridge Inc. / 3 Norm Goodspeed Drive, Uxbridge, ON L9P 0B7 (the "Licensee")	
Retirement Home: Butternut Manor / 3 Norm Goodspeed Drive, Uxbridge, ON L9P 0B7 (the "home")	
Licence Number: T0070	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with O. Reg. 166/11, s. 38; Assistance with personal hygiene.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>38. 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 personal hygiene, the licensee shall ensure that,</p> <p>(d) the resident receives preventive and basic foot care services, as required, including the cutting of toenails, to ensure comfort and prevent infection;</p>
<p>Inspection Finding</p> <p>The Licensee failed to ensure that a resident received foot care despite being assessed as requiring that care.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <p>(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p>

- (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

Inspection Finding

The Licensee failed to ensure that their behaviour management strategy was implemented after becoming aware of a resident’s responsive behaviours. Namely, the resident’s plan of care had not been revised as responsive behaviours were identified, and there were no strategies documented to prevent and manage the behaviours. Additionally, many of the incident forms documenting the resident’s behaviours did not include the outcomes of techniques used to manage the behaviours or the effectiveness of any interventions.

Outcome


The Licensee submitted a plan to achieve compliance by September 13, 2018. 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 August 29, 2018
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