RHRA Retirement Homes Regulatory Authority

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

| **Inspection Information** | |
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| **Date of Inspection:** August 30, 2018 | **Name of Inspector:** Georges Gauthier |
| **Inspection Type:** Mandatory Reporting Inspection | |
| **Licensee:** 692536 Ontario Limited / 120 Elizabeth Street, Brighton, ON K0K 1H0 (the "Licensee") | |
| **Retirement Home:** Applefest Lodge / 120 Elizabeth Street, Brighton, ON K0K 1H0 (the "home") | |
| **Licence Number:** N0084 | |

| **Purpose of Inspection** |
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| The RHRA received a report under section 75(1) of the *Retirement Homes Act, 2010* (the "RHA"). |

| **NON-COMPLIANCE** |
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| **1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.**<br><br>Specifically, the Licensee failed to comply with the following subsection(s):<br><br>**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,<br>(a) a goal in the plan is met;<br>(b) the resident's care needs change or the care services set out in the plan are no longer necessary;<br>(c) the care services set out in the plan have not been effective. |
| **Inspection Finding**<br>A resident whose needs had changed had not been reassessed and the plan of care had not been reviewed and revised as required. |
| **Outcome**<br>The Licensee submitted plan to achieve compliance by October 12, 2018. RHRA to confirm compliance by inspection. |
| **2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.**<br>**The Licensee failed to comply with O. Reg. 166/11, s. 36; Continence care.**<br><br>Specifically, the Licensee failed to comply with the following subsection(s):<br><br>**62. (9)** The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:<br>1. The resident or the resident's substitute decision-maker. |

**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 plan of care for a resident had not been approved as required. Further, there was no evidence to show the listed items had been addressed in relation to continence care.

**Outcome**

The Licensee submitted plan to achieve compliance by October 12, 2018. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with O. Reg. 166/11, s. 29; Administration of drugs or other substances.**

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

**29.** 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 administration of a drug or other substance, the licensee shall ensure that,

(e) if the licensee or a staff member is involved in the administration of the drug or other substance at the home, that the licensee or staff member is trained in,

(iii) recognizing an adverse drug reaction and taking appropriate action;

(c) neither the licensee nor a staff member administers a drug to a resident in the home unless the licensee or the staff member has received training in the procedures applicable to the administration of the drug;

**Inspection Finding**

The evidence did not show the listed items had been fully addressed for all staff in relation to medication administration.

**Outcome**

The Licensee submitted plan to achieve compliance by October 12, 2018. RHRA to confirm compliance by inspection.

**4. The Licensee failed to comply with O. Reg. 166/11, s. 20; Food preparation.**

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

**20. (3)** The licensee shall implement procedures for each of the following matters and ensure that all staff involved in preparing food receives adequate training in them and are retrained annually:

1. The safe handling and storage of food, including how to maintain food at an appropriate temperature and how to practice good hand hygiene

**Inspection Finding**

Evidence was provided indicating food was being served cold. There was no evidence to show staff received training in the listed item.

**Outcome**

The Licensee submitted plan to achieve compliance by October 12, 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 |
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|  | September 27, 2018 |