

## FINAL INSPECTION REPORT

### Under the *Retirement Homes Act, 2010*

Inspection Information	
<b>Date of Inspection:</b> March 7, 2019	<b>Name of Inspector:</b> Julie Hebert
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Dementia Care Inc. / 35 Capulet Walk, London, ON N6H 5W4 (the "Licensee")	
<b>Retirement Home:</b> Highview Residences / 35, 41 Capulet Walk, London, ON N6H 5W4 (the "home")	
<b>Licence Number:</b> S0029	

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 the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision. The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (12)</b> 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,</p> <ul style="list-style-type: none"> <li>(a) a goal in the plan is met;</li> <li>(b) the resident's care needs change or the care services set out in the plan are no longer necessary;</li> <li>(c) the care services set out in the plan have not been effective.</li> </ul> <p><b>47. (5)</b> 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.</p> <p><b>47. (6)</b> The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other person designated by the resident or the substitute decision-maker are given an opportunity to participate in the interdisciplinary care conference mentioned in subsection (5).</p>
<p><b>Inspection Finding</b></p> <p>An inspection regarding a resident who had several falls resulting in minor injuries in the home revealed that this resident's plan of care had not been updated as their care needs changed, or when the plan of care was no longer effective. There was no evidence that an interdisciplinary care conference was held with the resident's substitute decision makers to develop an updated plan of care. Additionally, several other residents in the home had plans of care that were not updated in alignment with the regulations.</p>


<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by April 18, 2019. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 22; Risk of falls.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>22. (1)</u></b> Every licensee of a retirement home shall develop, document and implement strategies to reduce or mitigate the risk of falls in common areas of the home.</p>
<p><b>Inspection Finding</b></p> <p>The home was not able to demonstrate that they had fully implemented the home's falls policy.</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>3. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>59. (3)</u></b> The licensee shall ensure that,</p> <ul style="list-style-type: none"> <li>(a) the written record is reviewed and analyzed for trends at least quarterly;</li> <li>(c) a written record is kept of each review and of the improvements made in response.</li> </ul>
<p><b>Inspection Finding</b></p> <p>The home was not able to demonstrate that they completed a written quarterly review and analysis of all complaints received.</p>
<p><b>Outcome</b></p> <p>The Licensee advised they have taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>

## 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 March 29, 2019
---	------------------------