

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

Inspection Information	
Date of Inspection: April 17, 2019	Name of Inspector: Julie Hebert
Inspection Type: Compliance Inspection	
Licensee: Dementia Care Inc. / 35 Capulet Walk, London, ON N6H 5W4 (the "Licensee")	
Retirement Home: Highview Residences / 35, 41 Capulet Walk, London, ON N6H 5W4 (the "home")	
Licence Number: S0029	

Purpose of Inspection
The RHRA conducts compliance inspections as set out in section 77(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with O. Reg. 166/11, s. 41; Dementia care program.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>41. (2) The program shall include,</p> <ul style="list-style-type: none"> (a) therapies, techniques and activities, including mental stimulation, to maximize the functioning and independence of the resident in the areas of physical, cognitive, sensory and social abilities; (c) therapies, techniques and activities to promote quality of life and wellbeing for the resident; (d) strategies for communicating with the resident if the resident has compromised communication and verbalization skills, a cognitive impairment or cannot communicate in the languages used in the retirement home; <p>41. (5) The program shall be evaluated at least annually and the licensee shall keep a written record of each evaluation.</p>
<p>Inspection Finding</p> <p>The home was not able to demonstrate that they had implemented a dementia care program for all residents in the home. During inspection the staff at the home were observed assisting residents with care such as feeding and ambulating, however, they did not engage residents in therapies and activities to promote mental stimulation, that would maximize the residents' functioning and independence and promote their quality of life. Additionally, the inspector observed staff interacting with a resident who was having difficulty communicating and staff were not utilizing strategies to effectively assist the resident in communicating their needs. There was no evidence that the home's dementia care program was being evaluated annually and that the licensee was keeping a written record of any evaluation.</p>

Outcome

The Licensee advised they have taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

2. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.

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

- 14. (3)** For the purposes of paragraph 5 of subsection 65 (5) of the Act, every licensee of a retirement home shall ensure that every staff member who provides a care service to a resident has received or receives training in,
- (b) each care service offered in the home so that the staff member is able to understand the general nature of each of those services, the standards applicable under the Act to each of those services and the aspects of each of those services that may be relevant to the staff member’s own duties in the home.

Inspection Finding

The home was not able to demonstrate that they were training staff in their dementia care program

Outcome

The Licensee submitted a plan to achieve compliance by June 14, 2019. RHRA to confirm compliance by inspection.

3.

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

Inspection Finding

The plans of care reviewed for residents in the home did not fully include the integration of a dementia care program and include clear directions for how staff were to engage individual residents in such activities.

Outcome

The Licensee advised they have taken corrective action to achieve compliance. 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 <i>Julie Hebert</i>	Date May 16, 2019
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