

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

Inspection Information	
Date of Inspection: May 9, 2019	Name of Inspector: Corina Gadde
Inspection Type: Complaint Inspection	
Licensee: Sharon Enterprises LP / 1400 Carling Avenue, Ottawa, ON K1Z 7L8 (the "Licensee")	
Retirement Home: Embassy West Senior Living / 1400 Carling Avenue, Ottawa, ON K1Z 7L8 (the "home")	
Licence Number: N0018	

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 the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p>
<p>Inspection Finding</p> <p>The home failed to provide a care service to a resident required for his health, safety and wellbeing. This inaction resulted in the neglect of a resident.</p>
<p>Outcome</p> <p>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. 33; Medication error.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>33. (2) If a medication error occurs in a retirement home or if a resident of the home has an adverse reaction to a drug or other substance administered to the resident in the home by the licensee or a member of the staff, the licensee shall ensure that,</p> <p>(a) a written record is prepared documenting the error or reaction and the immediate actions taken to assess and maintain the resident's health;</p>

33. (3) Every licensee of a retirement home shall evaluate the risk of medication errors and adverse drug reactions in the home at least annually and keep a written record of each evaluation.

Inspection Finding

A medication error and any immediate actions taken to assess a resident's health were not documented as required . An evaluation of the risk of medication errors was not completed.

Outcome

Licensee has advised it has 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 	Date May 30, 2019.
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