

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: August 27, 2019	Name of Inspector: Tania Buko
Inspection Type: Routine Inspection	
Licensee: Oxford SC Maple View London LP / 2275 Upper Middle Road, Oakville, ON L6H 0C3 (the "Licensee")	
Retirement Home: Maple View Terrace / 279 Horton Street, London, ON N6B 1L3 (the "home")	
Licence Number: S0469	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p>Inspection Finding</p> <p>The Licensee failed to fully follow the directives of their zero tolerance of abuse and neglect policy for a reported incident of alleged financial abuse.</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 the RHA, S.O. 2010, c. 11, s. 62; Contents of plan. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>62. (4) The licensee of a retirement home shall ensure that there is a written plan of care for each</p>

resident of the home that sets out,

- (b) the planned care services for the resident that the licensee will provide, including,
- (iii) clear directions to the licensee's staff who provide direct care to the resident;

40. 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 provision of a meal, the licensee shall ensure that,

- (i) food service workers and staff assisting the resident are aware of the resident's diet, special needs and preferences;

Inspection Finding

Observations made during a routine inspection revealed staff were unaware of a resident's dietary needs as the resident was served an incorrect meal. A review of the resident's plan of care showed there were no clear directions for staff in relation to the resident's special dietary requirements.

Outcome

The Licensee submitted a plan to achieve compliance by September 26, 2019. RHRA to confirm compliance by inspection.

3. The Licensee failed to comply with O. Reg. 166/11, s. 22; Risk of falls.

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

22. (1) 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.

Inspection Finding

The Licensee failed to fully follow the directives of their falls prevention policy for two reviewed residents, as there were insufficient strategies and interventions in place for one resident and the resident's plans of care were not updated, as per the home's policy.

Outcome

The Licensee submitted a plan to achieve compliance by September 26, 2019. 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 September 19, 2019
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