

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

Inspection Information	
<b>Date of Inspection:</b> November 21, 2019	<b>Name of Inspector:</b> Debbie Rydall
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Armisaelcare Limited / 128 Cobble Hill Road, Halton Hills, ON L7J 2N6 (the "Licensee")	
<b>Retirement Home:</b> Christie Oaks Care Home / 128 Cobble Hill Road, Halton Hills, ON L7J 2N6 (the "home")	
<b>Licence Number:</b> T0507	

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 O. Reg. 166/11, s. 29; Administration of drugs or other substances.</b>  <b>The Licensee failed to comply with O. Reg. 166/11, s. 30; Storage of drugs or other substances.</b>  <b>The Licensee failed to comply with O. Reg. 166/11, s. 32; Records.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>29.</b> 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,</p> <p style="padding-left: 40px;">(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;</p> <p><b>30.</b> If drugs or other substances are stored in a retirement home on behalf of a resident, the licensee of the home shall ensure that,</p> <p style="padding-left: 40px;">(a) the drugs or other substances are stored in an area or a medication cart that,</p> <p style="padding-left: 80px;">(i) is used exclusively for drugs or other substances and for supplies related to drugs or other substances,</p> <p style="padding-left: 80px;">(ii) is locked and secure,</p> <p><b>32.</b> If the licensee or a member of the staff of a retirement home administers a drug or other substance to a resident, the licensee shall ensure that,</p> <p style="padding-left: 40px;">(a) the person who administered the drug or other substance prepares a written record noting the name and amount of the drug or other substance, the route of its administration and the time and date on which it was administered;</p> <p style="padding-left: 40px;">(b) if a drug is administered, there is written evidence that the drug was prescribed for the resident by a person who is authorized to prescribe a drug under section 27 of the Regulated Health</p>

Professions Act, 1991;
<p><b>Inspection Finding</b></p> <p>At the time of the inspection, the home was unable to provide documented evidence to support that medications were administered to a resident as the required medication administration records were not provided for review. Further, there was no written evidence of physician orders being in place for that resident. Review of the medication administration records in use at the time of the inspection were inconsistently signed by staff administering the medications. At the time of the inspection, medications were not stored as per the requirements of the legislation and not all of the staff administering medications had received the required training as per the legislation.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by January 20, 2020. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 56; Format and retention of records.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>56. (1)</b> In this section, “record” means any document or record of information, including personal health information, in any form.</p> <p><b>56. (2)</b> This section applies to all records that the licensee of a retirement home is required to keep under the Act or this Regulation, including records relating to a resident, and documentation that the licensee is required to keep when providing a care service to a resident.</p> <p><b>56. (3)</b> The licensee shall ensure that each of the records is kept in a readable and useable format that allows a complete copy of the record to be readily produced.</p> <p><b>56. (4)</b> The licensee shall ensure that each of the (4) records is retained for a reasonable length of time to be determined based on the nature of the record.</p>
<p><b>Inspection Finding</b></p> <p>The required resident documents were not available for review at the time of the inspection as per the requirements of the legislation.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by January 20, 2020. RHRA to confirm compliance by inspection.</p>
<p><b>3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Involvement of resident, etc.. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</b></p>

**The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.  
The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.**

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

**62. (4)** The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,

- (b) the planned care services for the resident that the licensee will provide, including,
  - (i) the details of the services,
  - (ii) the goals that the services are intended to achieve,
  - (iii) clear directions to the licensee's staff who provide direct care to the resident;

**62. (5)** The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate in the development, implementation and reviews of the resident's plan of care.

**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:

1. The resident or the resident's substitute decision-maker.

**44. (1)** Subject to section 46, no later than 14 days after a resident commences residency in a retirement home, the licensee shall ensure that a full assessment of the resident's care needs and preferences is conducted.

**47. (1)** Subject to subsection (4), as soon as possible and not later than two days after a resident commences residency in a retirement home, the licensee of a retirement home shall develop an initial plan of care for the resident based on the initial assessment of the resident's immediate care needs conducted under section 43 that includes all of the information listed in subsection 62 (4) of the Act that is relevant to the resident's immediate care needs.

**47. (4)** Subject to subsections (5) and (6), a plan of care for a resident is complete if the plan,

- (b) sets out,
  - (i) any information that is necessary to allow the licensee's staff to understand the resident's needs and preferences, including cultural, spiritual and religious preferences and customary routines,
  - (iii) the names of the persons who participated in the development of the plan and whether the resident and his or her substitute decision-makers, if any, participated in the development of the plan;

**Inspection Finding**

The assessments and plans of care reviewed at the time of the inspection were not completely aligned with the legislation in the areas listed.

**Outcome**

The Licensee submitted a plan to achieve compliance by January 20, 2020. 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-on behalf of Debbie Rydall 	Date December 27, 2019
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