

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

Inspection Information	
Date of Inspection: August 17, 2021	Name of Inspector: Pam Hand
Inspection Type: Mandatory Reporting Inspection	
Licensee: Wanda M. Riley / 22 Veterans Road, Wingham, ON N0G 2W0 (the "Licensee")	
Retirement Home: Gilbert Hall Retirement Home / 22 Veterans Road, Wingham, ON N0G 2W0 (the "home")	
Licence Number: S0006	

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>1. The Licensee failed to comply with O. Reg. 166/11, s. 29; Administration of drugs or other substances. The Licensee failed to comply with O. Reg. 166/11, s. 30; Storage of drugs or other substances. The Licensee failed to comply with O. Reg. 166/11, s. 32; Records.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>29. 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> <ul style="list-style-type: none"> (e) if the licensee or a staff member is involved in the administration of the drug or other substance at the home, that the licensee or staff member is trained in, <ul style="list-style-type: none"> (iii) recognizing an adverse drug reaction and taking appropriate action; (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>30. 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> <ul style="list-style-type: none"> (c) an audit of the controlled substances mentioned in clause (b) is performed monthly. <p>32. 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> <ul style="list-style-type: none"> (c) the administration of drugs and other substances in the home is evaluated at least annually and the licensee keeps a written record of each evaluation.

Inspection Finding

The Licensee could not demonstrate that staff received training in the procedures applicable to the administration of a drug, including recognizing an adverse drug reaction and taking appropriate action. Additionally, the licensee could not demonstrate that they completed a monthly audit of controlled substances or that the administration of drugs and other substances in the home were evaluated at least annually with a written record of each evaluation.

Outcome

The Licensee must take corrective action to achieve compliance.

2. 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. (2) If a resident of a retirement home falls in a common area of the home or while being assisted by the licensee or staff, the licensee shall ensure that,

- (a) there is a timely and appropriate response to the fall;
- (b) corrective action is taken as necessary to prevent future harm to residents;
- (c) the licensee or a staff member documents the fall, the response to the fall and the corrective actions taken, if any.

22. (3) If a resident of a retirement home falls in the home in circumstances other than those described in subsection (2) and the licensee or a staff member becomes aware of the fall, the licensee shall ensure that the licensee or a staff member documents the fall, the response to the fall and the corrective actions taken, if any.

22. (4) Every licensee of a retirement home shall keep a written record of all falls for which the licensee is required to ensure documentation under subsection (2) or (3) and that occur in each year, evaluate the risk of falls in the home at least annually and keep a written record of each evaluation.

Inspection Finding

The Licensee failed to ensure timely responses to falls in common areas of the home and elsewhere on the property, take corrective action to prevent further harm to the residents, or document the falls, responses, and corrective actions taken. Additionally, the Licensee did not keep records of falls as required and annually evaluate the risk of falls in common areas of the home.

Outcome

The Licensee must take corrective action to achieve compliance.

3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 68; Restraints prohibited.

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

68. (1) No licensee of a retirement home and no external care providers who provide care services in the home shall restrain a resident of the home in any way, including by the use of a physical device or by the administration of a drug except as permitted by section 71.

Inspection Finding

A resident of the home was restrained by being reclined in a chair.

Outcome

The Licensee must take corrective action to achieve compliance.

4. The Licensee failed to comply with O. Reg. 166/11, s. 13; Hiring staff and volunteers.

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

13. (1) The police record check required by section 64 of the Act for a staff member or a volunteer working in a retirement home shall be,

(a) conducted by a police record check provider within the meaning of the Police Record Checks Reform Act, 2015;

(b) conducted within six months before the licensee of the home hires the staff member or accepts the volunteer to work in the home, as the case may be.

Inspection Finding

The Licensee failed to have staff members obtain a vulnerable sector check through the police department.

Outcome


The Licensee must take corrective action to achieve compliance.

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 Retirement Home Database, available online at <http://www.rhra.ca/en/retirement-home-database>.

Signature of Inspector 	Date October 28, 2021
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