

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

Inspection Information	
<b>Date of Inspection:</b> August 10, 2021	<b>Name of Inspector:</b> Angela Butler
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Dementia Care Inc. / 35 Capulet Walk, London, ON N6H 5W4 (the "Licensee")	
<b>Retirement Home:</b> Highview Residences / 35, 41 Capulet Walk, London, ON N6H 5W4 (the "home")	
<b>Licence Number:</b> S0029	

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 the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (12)</b> The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,</p> <p>(b) the resident's care needs change or the care services set out in the plan are no longer necessary;</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to update Plans of Care with Behaviour Supports Ontario recommendations regarding intervention and strategies.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by August 20, 2021. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>44. (1)</b> 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.</p>
<p><b>Inspection Finding</b></p>

The Licensee failed to complete a full assessment within 14 days of the resident's admission.

**Outcome**

The Licensee submitted a plan to achieve compliance by August 20, 2021. 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 Retirement Home Database, available online at <http://www.rhra.ca/en/retirement-home-database>.

Signature of Inspector

*Angela Butler* RN

Date September 1, 2021