

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

Inspection Information	
<b>Date of Inspection:</b> July 6, 2021	<b>Name of Inspector:</b> Shara Bundy
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> The Elden of Bradford Management Company / 3131 8th Line, Bradford, ON L3Z 4H2 (the "Licensee")	
<b>Retirement Home:</b> The Elden of Bradford / 3131 8th Line, Bradford, ON L3Z 4H2 (the "home")	
<b>Licence Number:</b> T0541	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</b>  <b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</b>  <b>The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.</b>  <b>The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (9)</b> 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:</p> <p>1. The resident or the resident's substitute decision-maker.</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>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>47. (2)</b> No later than 21 days after a resident commences residency in a retirement home, the licensee of the home shall develop a complete plan of care for the resident based on the full assessment of the resident's care needs and preferences conducted under section 44 that takes into account all of the matters that must be considered in a full assessment.</p> <p><b>47. (5)</b> If an assessment of a resident indicates that the resident's care needs may include dementia care,</p>

skin and wound care or the use of a personal assistance services device, the licensee shall ensure that an interdisciplinary care conference is held as part of the development of the resident’s plan of care and that the resident’s plan of care takes into account the results of the care conference.

**Inspection Finding**

The Licensee did not ensure that a full assessment and a complete plan of care were completed within the prescribed timelines. The Licensee was not able to demonstrate that a resident’s plan of care was updated as their care needs changed. Furthermore, the Licensee had not ensured that the resident’s substitute decision maker (SDM) participated in a care conference regarding revisions to this resident’s plan of care. The SDM had also not approved the plan of care.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm by inspection.

**2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Contents.**

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

- 54. (2)** The package of information shall include, at a minimum,
  - (k) an itemized list of the different types of accommodation and care services provided in the retirement home and their prices;

**Inspection Finding**

The Licensee failed to ensure that all the care services offered, including their prices, were included in the package of information for residents.

**Outcome**

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

Signature of Inspector  <i>Shara Bundy</i>	Date  October 3, 2021
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