

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

Inspection Information	
Date of Inspection: June 29, 2022	Name of Inspector: Cindy Ma
Inspection Type: Compliance Inspection	
Licensee: MC Realty Holding LP / 117 Peter Street, Toronto, ON M5V 0M3 (the "Licensee")	
Retirement Home: McCowan Retirement Residence / 2881 Eglinton Avenue , Toronto, ON M1J 0A2 (the "home")	
Licence Number: T0588	

Purpose of Inspection
The RHRA conducts compliance inspections as set out in section 77(1) 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. 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. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>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.</p> <p>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:</p> <p>1. The resident or the resident's substitute decision-maker.</p> <p>62. (12) 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>Inspection Finding</p> <p>During the inspection, the inspector reviewed a sample of resident's service plans and found that four residents did not have their plans of care approved appropriately, as there was no evidence that the plans had been approved by the Resident or their substitute decision maker. In addition, there was no evidence provided that the Resident or their substitute decision maker was given an opportunity to participate in the</p>

development of the plans. Further, the plans were not updated at the time the resident's care needs changed, in relation to behaviour management and wound care management. Lastly, the Licensee did not ensure that a resident was reassessed, and the plan of care reviewed and revised at least every six months. The Licensee failed to comply with the requirements as prescribed by the Regulation.

Outcome

The Licensee submitted a plan to achieve compliance by August 24th, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.

2. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.

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

23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

- (a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home.

Inspection Finding

The inspector reviewed a sample of resident service plans who were identified as having responsive behaviours and found that not all plans included techniques and strategies to prevent and address the behaviours, and strategies for monitoring the resident. The Licensee failed to comply with the requirements as prescribed by the Regulation.

Outcome


The Licensee submitted a plan to achieve compliance by August 24th, 2022. RHRA to confirm compliance by following up with the Licensee or 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 	Date July 19, 2022
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