

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

| Inspection Information | |
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| Date of Inspection: January 19, 2022 | Name of Inspector: Douglas Crust |
| Inspection Type: Routine Inspection | |
| Licensee: CVH (NO. 8) LP / 766 Hespeler Road, Cambridge, ON N3H 5L8 (the "Licensee") | |
| Retirement Home: Errinung Retirement Community / 67 Bruce Street, Thornbury, ON N0H 2P0 (the "home") | |
| Licence Number: S0414 | |

| Purpose of Inspection |
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| The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE |
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| <p>1. 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. The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>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,</p> <ul style="list-style-type: none"> (b) the planned care services for the resident that the licensee will provide, including, <ul style="list-style-type: none"> (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; (a) the care services that are part of a package of care services that the resident is entitled to receive under the resident's agreement with the licensee, whether or not the resident receives the services; <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> <ul style="list-style-type: none"> 1. The resident or the resident's substitute decision-maker. |

2. The prescribed person if there is a person prescribed for the purpose of this paragraph.

43. (1) Subject to section 45, no later than two days after a resident commences residency in a retirement home, the licensee of the home shall ensure that an initial assessment of the resident's immediate care needs is conducted.

43. (2) The initial assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

- 7. Risk of harm to self and to others.
- 9. Needs related to drugs and other substances.

Inspection Finding

The assessments and plans of care for three residents were inspected. For two residents, the assessments did not include two areas which are prescribed. For one resident, there was no evidence that the assessment was completed within the prescribed time frame. The plans of care for two residents did not include all of the care services that the residents were entitled to receive, as well as each of the planned care services including details of the services, goals and clear directions to the staff providing the care services. In addition, there was insufficient evidence for all three residents to demonstrate that they were involved in the development of their care plans, that they (or their substitute decision makers) approved their care plan or that they (or their substitute decision makers) received a copy of their care plan. Finally, there was no evidence that a prescribed person had approved the care plans on behalf of the Licensee.

Outcome


The Licensee has advised 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>.

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| Signature of Inspector  | Date February 22, 2022 |
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