

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

Inspection Information	
Date of Inspection: February 15, 2022	Name of Inspector: Douglas Crust
Inspection Type: Mandatory Reporting Inspection	
Licensee: Chartwell Master Care Corporation / 7070 Derrycrest Drive, Mississauga, ON L5W 0G5 (the "Licensee")	
Retirement Home: Chartwell Scarlett Heights Retirement Residence / 4005 Eglinton Avenue, Etobicoke, ON M9A 5H3 (the "home")	
Licence Number: T0108	

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. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p> <p style="padding-left: 40px;">3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.</p> <p>59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <p style="padding-left: 40px;">(d) the final resolution, if any, of the complaint;</p> <p style="padding-left: 40px;">(e) every date on which any response was provided to the complainant and a description of the response;</p>
<p>Inspection Finding</p> <p>A report was made to RHRA regarding the alleged neglect of a resident. As part of the inspection in response to the allegation, the inspector reviewed the Licensee's policies and procedures, the available complaint documentation, the resident's care file, and interviewed managers and staff. The inspector found that the Licensee did not respond to a complainant to indicate that the complaint could not be investigated and resolved within the prescribed time frame set out in the Licensee's complaint procedure. Also, the</p>

written record of the complaint was not fully documented including the date of the response to the complainant or a description of the response.

Outcome

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

2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Compliance with plan.

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

62. (10) The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.

Inspection Finding

A report was made to RHRA regarding the alleged neglect of a resident. As part of the inspection in response to the allegation, the inspector reviewed the Licensee’s policies and procedures, the resident’s care file, records related to care provided, and interviewed managers and staff. The inspector found that the pain pump for a resident was not consistently being checked by staff of the Home during each shift as set out in the resident’s plan of care.

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>.

<p>Signature of Inspector</p> 	<p>Date</p> <p>April 14, 2022</p>
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