

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

Inspection Information	
<b>Date of Inspection:</b> March 24, 2022	<b>Name of Inspector:</b> Melissa Meikle
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> Ashcroft Homes - La Promenade Inc / 150 Rossignol Dr, Orleans, ON K4A 0N2 (the "Licensee")	
<b>Retirement Home:</b> Promenades Seniors' Suites / 150 Rossignol Dr, Orleans, ON K4A 0N2 (the "home")	
<b>Licence Number:</b> N0519	

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

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>59. (3)</b> The licensee shall ensure that, (a) the written record is reviewed and analyzed for trends at least quarterly;</p>
<p><b>Inspection Finding</b></p> <p>The inspector reviewed the Licensee's complaints log and noted that there was no evidence of complaints being analyzed. The Licensee failed to ensure that quarterly analysis is completed as required.</p>
<p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</b></p> <p><b>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. (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>

**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,  
(b) the resident’s care needs change or the care services set out in the plan are no longer necessary;

**Inspection Finding**

The inspector reviewed a sample of resident care files and found that 5 residents did not have their plans of care revised as prescribed. Furthermore the 5 plans of care were not approved appropriately, as there was no evidence that the plans had been revised by the residents or their substitute decision makers. The Licensee failed to ensure that all resident plans of care had been approved as required.

**Outcome**

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

**3. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.**

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

**24. (5)** The licensee shall,  
(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,  
(i) the loss of essential services,  
(ii) situations involving a missing resident,  
(iii) medical emergencies,  
(iv) violent outbursts;  
(b) at least once every two years, conduct a planned evacuation of the retirement home;

**Inspection Finding**

The inspector reviewed the Licensee’s records of testing for their emergency plans and found that the testing had never been completed. The Licensee failed to ensure that testing was done annually as required.

**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>.

Signature of Inspector 	Date April 18, 2022
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