

## FINAL INSPECTION REPORT

### Under the *Retirement Homes Act, 2010*

Inspection Information	
<b>Date of Inspection:</b> March 30, 2022	<b>Name of Inspector:</b> Jennifer Sarkis
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Sedona Communities Inc. / 7373 Niagara Drive Square, Niagara Falls, ON L2H 1J2 (the "Licensee")	
<b>Retirement Home:</b> Chapel Heights / 7373 Niagara Square Drive, Niagara Falls, ON L2H 1J2 (the "home")	
<b>Licence Number:</b> S0540	

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><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. 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> <ol style="list-style-type: none"> <li>1. The resident or the resident's substitute decision-maker.</li> </ol> <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> <ol style="list-style-type: none"> <li>(b) the resident's care needs change or the care services set out in the plan are no longer necessary;</li> </ol> <p><b>47. (5)</b> If an assessment of a resident indicates that the resident's care needs may include dementia care, 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.</p>
<p><b>Inspection Finding</b></p> <p>A report was made to the RHRA regarding a resident's responsive behaviors. During the inspection, the inspector reviewed resident care files and found that several residents did not have their plans of care approved appropriately, as there was no evidence that the plans had been approved by the residents or their substitute decision makers. Additionally, 3 plans of care were not revised within the required time, including 1 resident who required an assessment and revision to their plan of care after exhibiting new</p>

behaviors. Furthermore, the License failed to ensure that an interdisciplinary care conference was held as part of the development of the plan of care for residents whose care needs may include dementia care.

**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 O. Reg. 166/11, s. 41; Dementia care program.**

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

**41. (3)** The program shall be developed and implemented in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices.

**Inspection Finding**

The inspector found evidence through documentation in the home and interviews with witnesses, that a resident who had a diagnosis of Dementia and resided in a secure neighborhood, had gone missing for a short period of time from the home. The home was not able to demonstrate that they had fully implemented their Dementia care program for this resident surrounding this incident of elopement from the home.

**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. 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;

**23. (2)** The licensee shall ensure that all staff who provide care services to residents are advised at the beginning of every shift of each resident whose behaviours require heightened monitoring because those behaviours pose a risk to the resident or others in the home.

**Inspection Finding**

As part of the inspection, the inspector reviewed several residents plans of care, progress notes and staff documentation. The inspector found the Licensee had not developed and implemented behavior management strategies, interventions and techniques to manage the behaviors of a residents who had exhibited behaviors that posed a risk of harm to themselves or others in the home. Additionally, the home did not notify staff of the residents behaviors that required heightened monitoring.

**Outcome**

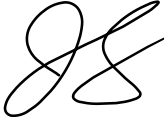
The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

**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 May 16, 2022
---	----------------------