

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

Inspection Information	
<b>Date of Inspection:</b> May 3, 2022	<b>Name of Inspector:</b> Shyla Sittampalam, RN
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> The Regency of Lakefield Inc. / 113 Park Street South, Peterborough, ON K9J 3R8 (the "Licensee")	
<b>Retirement Home:</b> Regency Retirement Residence / 91 Concession Street, Lakefield, ON K0L 2H0 (the "home")	
<b>Licence Number:</b> T0347	

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; Contents of plan.</b> <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. (4)</b> 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> <p>(c) if the resident has consented to the inclusion of the information in the plan of care, the planned care services for the resident that external care providers will provide with the consent of the resident, to the extent that such information is available to the licensee after the licensee has taken all reasonable steps to obtain such information from the resident and the external care provider, including,</p> <p>(i) the details of the services,</p> <p>(ii) the goals that the services are intended to achieve;</p> <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> <p>(b) the resident's care needs change or the care services set out in the plan are no longer necessary;</p>
<p><b>Inspection Finding</b></p> <p>A report was made to RHRA regarding suspected improper care for few residents. As part of the inspection in response to the report, the inspector reviewed resident records, interviewed staff and residents. The inspector confirmed that the Licensee failed to reassess two residents when their care needs changed. Furthermore, one of the residents required wound care and the planned care services provided by an external care provider were not reflected in the plan of care including the details of the services and the</p>

goals.

**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. 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**

A report was made to RHRA regarding an alleged incident of a resident wandering in the home. As part of the inspection in response to the allegation, the inspector interviewed staff, reviewed the resident's care file and the Licensee's behaviour management strategy. The inspector found the Licensee had not implemented any behaviour management strategies for the resident set forth in their strategy.

**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 30, 2022
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