

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

Inspection Information	
<b>Date of Inspection:</b> May 24, 2022	<b>Name of Inspector:</b> Shyla Sittampalam, RN
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> 2548171 Ontario Inc. / 10158 Jane Street, Maple, ON L6A 3K1 (the "Licensee")	
<b>Retirement Home:</b> Kawartha Heights Retirement Home / 2300 Denure Drive, Peterborough, ON K9K 2G3 (the "home")	
<b>Licence Number:</b> T0506	

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; Reassessment and revision.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</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 a few residents. As part of the inspection in response to the report, the inspector reviewed resident records and interviewed staff. The inspector confirmed that the Licensee failed to reassess four residents when their care needs changed.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by June 10, 2022. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 29; Administration of drugs or other substances.</b></p> <p><b>The Licensee failed to comply with O. Reg. 166/11, s. 32; Records.</b></p> <p><b>The Licensee failed to comply with O. Reg. 166/11, s. 56; Format and retention of records.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>29.</b> If one of the care services that the licensee or the staff of a retirement home provide to a resident of</p>

the home is the administration of a drug or other substance, the licensee shall ensure that,  
 (b) no drug is administered by the licensee or the staff to the resident in the home except in accordance with the directions for use specified by the person who prescribed the drug for the resident;

**32.** If the licensee or a member of the staff of a retirement home administers a drug or other substance to a resident, the licensee shall ensure that,

(a) the person who administered the drug or other substance prepares a written record noting the name and amount of the drug or other substance, the route of its administration and the time and date on which it was administered;

**56. (3)** The licensee shall ensure that each of the records is kept in a readable and useable format that allows a complete copy of the record to be readily produced.

**Inspection Finding**

A report was made to RHRA regarding concerns related to multiple medication errors. As part of the inspection in response to the report, the inspector reviewed the Licensee’s medication management system policy, incident reports, medication administration training material and staff training, resident records and interviewed staff. The inspector confirmed that staff at the home did not administer medication for a resident in accordance with the directions for use as specified by a medication order. The inspector also confirmed that staff at the home did not complete a written record of medications administered for a few residents. In addition, the inspector confirmed for one resident the documentation in the Medication Administration Record was not reflective of the home’s documentation practice which rendered the record unclear as to whether medications were administered for two particular days.

**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 June 10, 2022
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