

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

Inspection Information	
Date of Inspection: June 7, 2022	Name of Inspector: Tania Buko
Inspection Type: Mandatory Reporting Inspection	
Licensee: Dementia Care (Kitchener) Inc. / 20 Reichert Drive, Kitchener, ON N2P 0G9 (the "Licensee")	
Retirement Home: Highview Residences Kitchener / 20 Reichert Drive, Kitchener, ON N2P 0G9 (the "home")	
Licence Number: T0513	

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. 38; Assistance with personal hygiene.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p style="padding-left: 40px;">38. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with personal hygiene, the licensee shall ensure that,</p> <p style="padding-left: 80px;">(d) the resident receives preventive and basic foot care services, as required, including the cutting of toenails, to ensure comfort and prevent infection.</p>
<p>Inspection Finding</p> <p>The Licensee reported to the RHRA regarding improper or incompetent treatment or care of a resident. The inspector interviewed staff and reviewed the Licensee's care policies and procedures, staff training records and the resident's care file. The Inspector found a resident received the care service of assistance with personal hygiene by staff at the home; however, there was a lack of evidence that basic foot care including the cutting of the resident's toenails, was being provided to the resident as part of that care service. The Inspector confirmed the Licensee did not ensure the care service of assistance with personal hygiene was fully complied with and provided to a resident as required.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by July 31, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>

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 <i>Tania Buko</i>	Date June 29, 2022
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