

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

Inspection Information	
Date of Inspection: August 15, 2022	Name of Inspector: Angela Butler
Inspection Type: Routine Inspection	
Licensee: Dementia Care Inc. / 35 Capulet Walk, London, ON N6H 5W4 (the "Licensee")	
Retirement Home: Highview Residences / 35, 41 Capulet Walk, London, ON N6H 5W4 (the "home")	
Licence Number: S0029	

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>1. The Licensee failed to comply with O. Reg. 166/11, s. 11; Posted information.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>11. (1) For the purposes of paragraph 4 of subsection 55 (2) of the Act, the following information is prescribed as information that must be posted in a retirement home under that subsection:</p> <ul style="list-style-type: none"> 6. A copy of the most recent final inspection report prepared by an inspector under section 77 of the Act, subject to section 114 of the Act. 1. Contact information for the Authority.
<p>Inspection Finding</p> <p>The Inspector reviewed the required information in both houses that are to be posted by the Licensee and found that the Licensee failed to post a copy of the most recent final inspection report for April 20, 2022, and the duty to report poster was outdated with the incorrect address.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 21; Hazardous substances.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>21. (2) Every licensee of a retirement home shall ensure that all hazardous substances used by staff of the home or under their control are labelled properly and are kept inaccessible to residents at all times.</p>

<p>Inspection Finding</p> <p>The Inspector did a walk-through of the home and found a housekeeping cart in the hallway of the Franklin House was unlocked. The housekeeping cart had hazardous chemicals that were accessible and could pose a risk to residents. The Licensee failed to keep hazardous materials inaccessible to residents.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by September 30, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p>3. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>24. (4) The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency.</p>
<p>Inspection Finding</p> <p>The Inspector reviewed the Licensee's Memorandums of Understanding with community partners for shelter and transportation. The last signed agreement for transportation was signed in 2018. The licensee failed to keep arrangements for transportation in case of an emergency up to date.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p>4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>62. (4) 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 style="padding-left: 40px;">(b) the planned care services for the resident that the licensee will provide, including,</p> <p style="padding-left: 80px;">(iii) clear directions to the licensee's staff who provide direct care to the resident;</p>
<p>Inspection Finding</p> <p>While conducting this inspection the inspector followed up on a previous area of non-compliance. The Inspector reviewed a sample of a resident's Plan of Care and found that there was not clear direction to staff when completing hygiene for the resident. The Licensee failed to provide clear direction to staff who complete direct care to residents.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by September 9, 2022. RHRA to confirm compliance</p>

by following up with the Licensee or by inspection.

5. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Information for residents.

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

- 54. (1)** Every licensee of a retirement home shall ensure that,
(c) the package of information is accurate and revised as necessary;

Inspection Finding

While conducting this inspection, the Inspector followed up on a previous area of non-compliance. The Inspector reviewed the home’s information package and interviewed a staff member. It was found that the listed minimum staffing qualifications were inaccurate, particularly regarding the night shift, as the home uses unregulated care providers when a registered nurse is not available. The inspector confirmed that the Licensee failed to ensure the home’s information package was accurate and revised as necessary.

Outcome

The Licensee submitted a plan to achieve compliance by September 16, 2022. RHRA to confirm compliance by following up with the Licensee or 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>.

<p>Signature of Inspector <i>Angela Sutter</i> RN</p>	<p>Date September 12, 2022</p>
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