

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

Inspection Information	
Date of Inspection: October 3, 2022	Name of Inspector: Angela Butler
Inspection Type: Mandatory Reporting 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 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 the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>62. (12) 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>Inspection Finding</p> <p>A report was made to RHRA regarding resident-to-resident abuse. As part of the inspection in response to the report, the inspector reviewed records relating to the residents. The inspector found that while both residents had previously exhibited behaviours that posed a risk to others in the home the Licensee had not updated the one resident's plan of care with strategies and interventions per their behaviour management policy. The inspector confirmed that the Licensee failed to ensure that one resident's plan of care was updated as the resident's care needs changed.</p>
<p>Outcome</p> <p>At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Information for residents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>54. (1) Every licensee of a retirement home shall ensure that,</p>

(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 cited from inspections completed on April 20, 2022, and August 18, 2022. The Inspector reviewed the home's information package and interviewed a staff member. It was found that the listed minimum staffing qualifications were still 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 October 18, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.

3. The Licensee failed to comply with O. Reg. 166/11, s. 11; Posted information.

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

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:

- 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.

Inspection Finding

While conducting this inspection, the Inspector followed up on a previous area of non-compliance cited from the routine inspection completed on August 15, 2022, where the Licensee had not publicly posted the final report for the inspection conducted on June 28, 2022. The Inspector reviewed the required information in both houses and found the final inspection report to be filed in a binder on a shelf labeled RHRA and not posted publicly as is required by the legislation. Therefore, the Licensee failed to post a copy of the most recent final inspection report for August 18, 2022, in alignment with the legislation

Outcome


At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.

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	 RN	Date October 21, 2022
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