

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

Inspection Information	
<b>Date of Inspection:</b> October 3, 2022	<b>Name of Inspector:</b> Georges Gauthier
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> The Windsor My Life Retirement Inc. / 515 Consumers Road, Amherstview, ON K7N 0C3 (the "Licensee")	
<b>Retirement Home:</b> The Windsor Retirement Residence / 24 Park Crescent, Amherstview, ON K7N 0C3 (the "home")	
<b>Licence Number:</b> N0570	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 31; Medication management system. The Licensee failed to comply with O. Reg. 166/11, s. 32; Records. 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><u>31. (1)</u></b> If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the administration of a drug or other substance, the licensee shall establish a medication management system, which includes written policies and procedures, to ensure that all drugs and other substances to be administered to residents of the home are acquired, received in the home, stored, dispensed, administered, destroyed and disposed of correctly as required by law and in accordance with prevailing practices.</p> <p><b><u>32.</u></b> 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,</p> <p style="padding-left: 40px;">(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.</p> <p><b><u>56. (3)</u></b> 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.</p>
<p><b>Inspection Finding</b></p> <p>A report was made to the RHRA regarding medication management. The inspector interviewed a family member and staff, as well as reviewed records provided by both the family member and staff at the home.</p>

The inspector confirmed an incident occurred where a staff member documented a medication as administered when it was not. It was further confirmed that there were seven instances where a medication was not documented as administered according to a photograph of a record, yet the original record later produced by the Licensee showed the medications were administered as required bringing the usability of the included record entries into question. Furthermore, a review of the home's medication management policies confirmed that the policies did not meet the requirements. The Licensee failed to ensure the listed medication management and record keeping provisions had been met.

**Outcome**

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.

**2. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.**

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

**59. (1)** Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.
2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.
3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.
4. A response shall be made to the person who made the complaint, indicating,
  - i. what the licensee has done to resolve the complaint,
  - ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.

**59. (2)** The licensee shall ensure that a written record is kept in the retirement home that includes,

- (a) the nature of each verbal or written complaint;
- (b) the date that the complaint was received;
- (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
- (d) the final resolution, if any, of the complaint;
- (e) every date on which any response was provided to the complainant and a description of the response;
- (f) any response made in turn by the complainant.

**Inspection Finding**

A report was made to the RHRA regarding complaints made to the Licensee in relation to medication management. Staff were interviewed and available documentation was requested. The inspector confirmed a concern was reported to the Licensee and it had not been addressed as prescribed by the legislation. The Licensee failed to ensure a reported concern was fully addressed as required.

**Outcome**

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.

**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 November 2, 2022
------------------------	--------------------------