

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

Inspection Information	
<b>Date of Inspection:</b> September 15, 2022	<b>Name of Inspector:</b> Michele Davidson
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> 2540250 Ontario Limited / 117 Peter Street, Toronto, ON M5V 0M3 (the "Licensee")	
<b>Retirement Home:</b> Queens Estate Retirement Residence / 265 Queens Dr, Toronto, ON M6L 3E2 (the "home")	
<b>Licence Number:</b> T0539	

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 O. Reg. 166/11, s. 37; Assistance with dressing. The Licensee failed to comply with O. Reg. 166/11, s. 38; Assistance with personal hygiene.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>37.</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 assistance with dressing, the licensee shall ensure that the resident is assisted with getting dressed as required, and is dressed appropriately, suitably to the time of day and the weather, in keeping with his or her preferences, in his or her own clean clothing and in appropriate clean footwear.</p> <p><b>38.</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 assistance with personal hygiene, the licensee shall ensure that,</p> <p style="padding-left: 40px;">(b) the resident receives oral care to maintain the integrity of oral tissue that includes, to the extent required,</p> <p style="padding-left: 80px;">(i) mouth care in the morning and evening, including the cleaning of dentures.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee provides assistance with dressing to the residents. A review of records and interviews with relevant personnel found that on the day in question, the Licensee failed to ensure the residents were suitably dressed for the time of day. Additionally, the residents receive assistance with hygiene. The inspector found that on the day in question, the Licensee failed to provide the residents with morning oral care.</p>
<p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance</p>

by following up with the Licensee or by inspection.

**2. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal.**

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

**40.** 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 provision of a meal, the licensee shall ensure that,

- (a) if the licensee is the sole provider of the resident’s meals, the resident is offered at least three meals per day at reasonable and regular meal hours, a beverage between the morning and midday meals, a snack and a beverage between the midday and evening meals and a snack and a beverage after the evening meal.

**Inspection Finding**

The inspector determined that the Licensee is the sole provider of meals to the residents. A review of documentation and interviews with relevant personnel, determined that on the day in question, the Licensee failed to provide the residents with three meals at regular intervals. Specifically, breakfast was not provided at an appropriate and regular meal interval.

**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.

**3. The Licensee failed to comply with O. Reg. 166/11, s. 41; Dementia care program.**

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

**41. (2)** The program shall include,

- (b) monitoring the resident for safety and wellbeing.

**Inspection Finding**

The RHRA received an allegation that residents on a dementia care unit were unmonitored for a period of time. The inspector reviewed documentation and interviewed relevant personnel. It was determined that monitoring as required by the dementia care program was not in place. The Licensee did not ensure that the dementia unit residents’ safety and well-being were monitored.

**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.

**4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.**

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

**67. (2)** Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

**Inspection Finding**

A report was made to the RHRA regarding the alleged neglect of residents. As part of the inspection in response to the allegation, the inspector reviewed the Licensee’s relevant policies and procedures, the residents’ care files and interviewed relevant staff. The inspector found that the Licensee had failed to ensure that multiple requirements were complied with, including those relating to monitoring for safety and wellbeing as required as part of a dementia care program and providing assistance with daily living and meals. As a result, the Licensee’s inactions jeopardized the health and safety of the residents and failed to protect the residents from neglect.

**Outcome**

The Licensee must take 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>.

<p>Signature of Inspector</p> <p style="text-align: center;"><i>M. Davidson</i></p>	<p>Date</p> <p style="text-align: center;">November 29, 2022</p>
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