

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

Inspection Information	
<b>Date of Inspection:</b> November 18, 2022	<b>Name of Inspector:</b> Tania Buko
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> Beechwood Manor Inc. / 7 Lyric Lane, Toronto, ON M3B 2J4 (the "Licensee")	
<b>Retirement Home:</b> Beechwood Manor / 305 Erb Street, Waterloo, ON N2L 1W4 (the "home")	
<b>Licence Number:</b> T0554	

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 the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (4)</b> 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><b>Inspection Finding</b></p> <p>A complaint was made to the RHRA regarding alleged improper or incompetent treatment or care. As part of the inspection, the Inspector reviewed a resident's care files and interviewed staff. While the allegation was not supported, the Inspector found that there were no clear directions to staff regarding assistance with bathing and medication administration, including directions to staff for when the resident refuses both. The Licensee failed to ensure that a plan of care was compliant in the noted area.</p>
<p><b>Outcome</b></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><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 32; Records.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

**32.** 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,

- (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.

**Inspection Finding**

As part of the inspection, the Inspector reviewed a resident’s medication administration records, staff training records, and the Licensee’s medication administration policies, interviewed staff and made observations. The Inspector found that a resident’s medication administration record was not always consistently and accurately completed to indicate medications have been administered to the resident or the reasons why medications were not administered.

**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 the RHA, S.O. 2010, c. 11, s. 54; Contents.**

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

**54. (2)** The package of information shall include, at a minimum,

- (t) information relating to staffing, including night time staffing levels and qualifications of staff of the retirement home.

**Inspection Finding**

As part of the inspection, the Inspector reviewed the Licensee’s home information package, reviewed staff schedules, and interviewed staff. The Inspector found that the Licensee’s information package did not have adequate information relating to staffing including nighttime staffing levels and qualifications of staff in the home.

**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  <i>Tania Buko</i>	Date  January 5, 2023
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