

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

Inspection Information	
<b>Date of Inspection:</b> December 20, 2022	<b>Name of Inspector:</b> Angela Butler
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> CVH (No. 3) LP / 766 Hespeler Road, Cambridge, ON N3H 5L8 (the "Licensee")	
<b>Retirement Home:</b> Chelsey Park Retirement Community / 312 Oxford Street, London, ON N6H 4N7 (the "home")	
<b>Licence Number:</b> S0231	

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><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>23. (1)</b> Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <ul style="list-style-type: none"> <li>(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;</li> <li>(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;</li> <li>(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;</li> </ul>
<p><b>Inspection Finding</b></p> <p>The Inspector reviewed samples of residents' files including their progress notes and plans of care and found two residents who exhibited responsive behaviour. The Inspector found there was insufficient evidence that strategies, interventions, and techniques to prevent and address the behaviours as well as strategies for monitoring were developed and implemented, and that those were documented in the resident's plan of care, as per the home's policy. The Licensee failed to comply with the home's behaviour management policy.</p>
<p><b>Outcome</b></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>

- 2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.  
The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.**

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

**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,

- (b) the planned care services for the resident that the licensee will provide, including,
  - (i) the details of the services,
  - (ii) the goals that the services are intended to achieve,
  - (iii) clear directions to the licensee’s staff who provide direct care to the resident;

**62. (12)** The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months

**Inspection Finding**

The inspector reviewed a sample of resident care files and found that 3 residents' plans of care did not include details, goals, and clear directions to staff who provide direct care to the residents. As well, 2 residents' plans of care were not updated every 6 months. The Licensee failed to ensure plans of care were in accordance with the legislation.

**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  RN	Date January 10, 2023
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