

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

Inspection Information	
Date of Inspection: November 30, 2022	Name of Inspector: Mark Dennis
Inspection Type: Mandatory Reporting Inspection	
Licensee: Muskoka Hills Retirement Villa Inc. / 14845 Yonge Street , Aurora, ON L4G 6H8 (the “Licensee”)	
Retirement Home: Muskoka Hills Retirement Villa Inc. / 690 Muskoka Road, Hwy #118, Bracebridge, ON P1L 1W8 (the “home”)	
Licence Number: N0360	

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 O. Reg. 166/11, s. 32; Records.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <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,</p> <p>(b) if a drug is administered, there is written evidence that the drug was prescribed for the resident by a person who is authorized to prescribe a drug under section 27 of the Regulated Health Professions Act, 1991;</p>
<p>Inspection Finding</p> <p>The RHRA conducted an inspection in response to information received that a resident was not receiving proper care. There was a resident who was receiving both concentrated and portable oxygen. There is a requirement that if a retirement home administers a drug or other substance to a resident, there must be written evidence that the drug was prescribed. The Inspector reviewed documents and conducted interviews of staff and others. The inspection showed there was written evidence that the oxygen was prescribed but the home was unable to produce that evidence. The home was unable to show written evidence that oxygen was prescribed.</p>
<p>Outcome</p> <p>The Licensee has demonstrated it has taken corrective action to achieve compliance.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.</p> <p>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</p>

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,
 (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 RHRA conducted an inspection in response to information received that a resident was not receiving proper care. There is a requirement that, if a meal is provided clear directions are provided to staff who provide direct care to the resident. The inspection showed that the identified resident often refused meals. Charting notes that should the resident refuse meals in the dining room, tray service was to be provided. These directions were not included in the plan of care. Further, there is a requirement that, at minimum, every 6 months residents shall have their plan of care reviewed and updated. The Inspector reviewed the involved resident plan of care and learned the plan of care had not been updated in the last six months. The Licensee failed to update a residents’ plan of care as prescribed.

Outcome


The Licensee provided information indicating that corrective action was being taken, however, further action must be taken to achieve compliance with all areas outlined in the finding. 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>.

<p>Signature of Inspector</p> 	<p>Date</p> <p>January 20, 2023</p>
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