

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

Inspection Information	
Date of Inspection: November 24, 2022	Name of Inspector: Douglas Crust
Inspection Type: Complaint Inspection	
Licensee: 2540250 Ontario Limited / 117 Peter Street, Toronto, ON M5V 0M3 (the "Licensee")	
Retirement Home: Queens Estate Retirement Residence / 265 Queens Dr, Toronto, ON M6L 3E2 (the "home")	
Licence Number: T0539	

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

NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Plan of care. 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; Compliance with plan.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>62. (1) When a resident commences his or her residency in a retirement home, the licensee shall, within the prescribed times, ensure that the resident is assessed and that a plan of care is developed based on the assessment and in accordance with this section and the regulations.</p> <p>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,</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;">(ii) the goals that the services are intended to achieve,</p> <p>62. (10) The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.</p>
<p>Inspection Finding</p> <p>In response to a complaint received by the Registrar, an inspection was completed. The plan of care for a resident did not include clear directions to the staff of the Home who provided care to the resident. In addition, the evidence presented showed that the Home failed to meet its obligation to provide assistance to the resident, specifically with bathing and dressing, and therefore did not comply with the plan of care. Finally, there was no evidence that an initial plan of care was developed for the resident, as prescribed.</p>

<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by February 26, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 55; Public information. The Licensee failed to comply with O. Reg. 166/11, s. 11; Posted information.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>55. (1) Every licensee of a retirement home shall ensure that the following information is made available in the home, in an easily accessible location and in a manner that complies with the prescribed requirements, if any:</p> <p>2. Copies of the final reports done by inspectors under section 77 in the previous two years for the retirement home, with all personal information and personal health information redacted..</p> <p>11. (1) For the purposes of paragraph 4 of subsection 55 (2) of the Act, the following information is prescribed as information that must be posted in a retirement home under that subsection:</p> <p>6. A copy of the most recent final inspection report prepared by an inspector under section 77 of the Act, subject to section 114 of the Act.</p>
<p>Inspection Finding</p> <p>The inspection revealed that the Licensee failed to post a copy of the most recent final inspection report. In addition, copies of the final inspection reports for the previous two years were not available in the Home in an easily accessible location, as prescribed.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by January 27, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p>3. The Licensee failed to comply with O. Reg. 166/11, s. 14; Information for external care providers.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>14.1 The licensee shall ensure that as soon as is practical after the licensee is made aware that an external care provider is or will be providing care services to a resident in the retirement home, the external care provider is provided with information with respect to the home’s policy to promote zero tolerance for abuse and neglect of residents.</p>
<p>Inspection Finding</p> <p>There was no evidence to confirm that staff employed by an external care provider was provided information with respect to the Licensee's policy to promote zero tolerance of abuse and neglect.</p>
<p>Outcome</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.

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 January 27, 2023
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