

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

Inspection Information	
Date of Inspection: January 16, 2023	Name of Inspector: Mark Dennis
Inspection Type: Mandatory Reporting Inspection	
Licensee: Chartwell Master Care Corporation / 7070 Derrycrest Drive, Mississauga, ON L5W 0G5 (the "Licensee")	
Retirement Home: Chartwell Balmoral Place Retirement Community / 8 Harbour Street, Collingwood , ON L9Y 5B4 (the "home")	
Licence Number: N0566	

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. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p> <ol style="list-style-type: none"> 4. A response shall be made to the person who made the complaint, indicating, <ol style="list-style-type: none"> i. what the licensee has done to resolve the complaint, 2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint. <p>59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ol style="list-style-type: none"> (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required; (d) the final resolution, if any, of the complaint; (e) every date on which any response was provided to the complainant and a description of the response; (f) any response made in turn by the complainant.
<p>Inspection Finding</p> <p>The RHRA conducted an inspection, in response to concerns that a family member, of a resident, was making complaints to the home, and the complaints were going unanswered. There is a requirement that homes must keep written records of complaints. The Inspector reviewed documents and interviewed the</p>

family and staff. The inspection showed that the home did keep written records of complaints and replies to some complaints, but there were other complaints that went unanswered. The Licensee failed to respond and keep written records of complaints as prescribed.

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.

2. The Licensee failed to comply with O. Reg. 166/11, s. 32; Records.

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

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

The RHRA conducted an inspection, in response to concerns that a family member, of a resident, was making complaints to the home, and the complaints were going unanswered. There is a requirement that should a retirement home administer a drug or substance to a resident, there must be a written recording, noting name, amount, the route it was administered and time and date which it was administered. The Inspector reviewed resident charting, Physician orders and interviewed family and staff. The inspection showed that a Physician had issued an order for a substance to be administered to a resident daily. There were no records showing the order was to be discontinued. The home was able to show a substance was administered during the months of September through to October 2022. The home was only able to show the substance was administered on two days between November 01, 2022, and January 07, 2023. The Licensee failed to prepare a written record for the administration of a substance as prescribed.

Outcome

The Licensee submitted a plan to achieve compliance by February 14, 2023. 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. 62; Reassessment and revision.

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

62. (12) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,

- (b) the resident’s care needs change or the care services set out in the plan are no longer necessary;

Inspection Finding

The RHRA conducted an inspection, in response to concerns that a family member, of a resident, was making complaints to the home, and the complaints were going unanswered. There is a requirement that should a resident care needs change, the home must revise the plan of care to reflect the change in care needs. The Inspector reviewed documents and interviewed family and staff. The inspection showed a resident had surgery to the arm and the home was provided with instructions for suture care. The change in care needs was not included in the plan of care. The Licensee failed to revise the plan of care as prescribed.

Outcome


The Licensee submitted a plan to achieve compliance by March 20, 2023. 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 February 2, 2023
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