

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

| Inspection Information | |
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| Date of Inspection: January 13, 2023 | Name of Inspector: Tania Buko |
| Inspection Type: Mandatory Reporting Inspection | |
| Licensee: Dementia Care (Kitchener) Inc. / 20 Reichert Drive, Kitchener, ON N2P 0G9 (the "Licensee") | |
| Retirement Home: Highview Residences Kitchener / 20 Reichert Drive, Kitchener, ON N2P 0G9 (the "home") | |
| Licence Number: T0513 | |

| Purpose of Inspection |
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| The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE |
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| <p>1. 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. (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>A report was made to the RHRA regarding an allegation of neglect of a resident by the Licensee. As part of the inspection in response to the allegation, the Inspector reviewed the Licensee's policies and procedures related to falls prevention and medical emergencies, the resident's care files and interviewed all relevant staff. While the inspector determined there was no evidence to support the allegation of neglect, the Inspector found non-compliance in relation to the resident's plan of care. Specifically, the evidence showed that from the time the resident moved into the home, the resident had eight falls, all of which were unwitnessed, and two of those falls occurred in common areas of the home. As the resident was at high risk for falls, their plan of care included directions to staff in relation to mobility as well as strategies to mitigate falls, which also included staff were to have "eyes on" the resident at all times while the resident was awake and up in the home. Although staff did monitor the resident periodically, the Licensee was unable to demonstrate that there was sufficient direction given regarding the frequency of monitoring the resident throughout each shift and how staff are to monitor the resident at all times while they were awake in the home.</p> |
| Outcome |

The Licensee submitted a plan to achieve compliance by March 1, 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>.

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| Signature of Inspector <i>Tania Bako</i> | Date February 2, 2023 |
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