

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

Inspection Information	
Date of Inspection: January 18, 2023	Name of Inspector: Ingrid Boiago RN
Inspection Type: Mandatory Reporting Inspection	
Licensee: Unicare Enterprises Inc. / 1500 Main Street East, Hamilton, ON L8K 1E1 (the "Licensee")	
Retirement Home: Abington Court / 1500 Main Street, Hamilton, ON L8K 1E1 (the "home")	
Licence Number: S0542	

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. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ul style="list-style-type: none"> (a) the nature of each verbal or written complaint; (b) the date that the complaint was received; (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>A resident's family had contacted the RHRA regarding several complaints they had brought forward to the home's management of the resident. As part of the inspection, the inspector requested the Licensee's complaints log and noted that a complaints record is not kept. None of these complaints/concerns were in writing. The Licensee failed to ensure that they had dealt with the complaint in accordance with the legislation, and kept a written record of these complaints as required.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection</p>

2. The Licensee failed to comply with O. Reg. 166/11, s. 29; Administration of drugs or other substances.

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

- 29.** If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the administration of a drug or other substance, the licensee shall ensure that,
- (d) a member of a College, as defined in the Regulated Health Professions Act, 1991, supervises the administration of the drug or other substance to the resident in the home;

Inspection Finding

During the course of an inspection, it was noted that the home has not had a member of the College, as defined in the Regulated Health Profession Act, 1991, to supervise the administration of the drugs or other substances to the resident in the home for over a year. The new GM was unaware that this was necessary.

Outcome


The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance 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>RN</p>	<p>Date</p> <p>February 10, 2023</p>
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