

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

Inspection Information	
Date of Inspection: January 19, 2023	Name of Inspector: Shyla Sittampalam, RN
Inspection Type: Routine Inspection	
Licensee: CVH (No.6) LP / 766 Hespeler Road, Cambridge, ON N3H 5L8 (the "Licensee")	
Retirement Home: Orchard Villa / 1955 Valley Farm Road, Pickering, ON L1V 3R6 (the "home")	
Licence Number: T0299	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</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>(c) if the resident has consented to the inclusion of the information in the plan of care, the planned care services for the resident that external care providers will provide with the consent of the resident, to the extent that such information is available to the licensee after the licensee has taken all reasonable steps to obtain such information from the resident and the external care provider, including,</p> <p>(i) the details of the services,</p> <p>(ii) the goals that the services are intended to achieve;</p>
<p>Inspection Finding</p> <p>The inspector reviewed a sample of resident care files and found two residents who receive wound care from an external agency and the plan of care failed to set out the planned care services provided by an external care provider including the details of the services and the goals.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by February 28, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.</p>

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

14. (5) The licensee shall ensure that the persons who are required to receive the training described in subsection 65 (5) of the Act receive that training on an ongoing basis, namely at least annually after receiving the training described in subsection (4).

Inspection Finding

The inspector reviewed a sample of staff training records and found that two staff members had not completed annual training in medication administration. The Licensee failed to ensure that staff were trained as required.

Outcome

The Licensee submitted a plan to achieve compliance by February 28, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

3. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.

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

24. (5) The licensee shall,
(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,
(i) the loss of essential services,
(ii) situations involving a missing resident,
(iii) medical emergencies

Inspection Finding

The inspector reviewed the Licensee's records of testing for their emergency plans and found that the testing for situations involving the loss of essential services, missing residents and medical emergencies had not been completed. The Licensee failed to ensure that testing was done annually as required.

Outcome

The Licensee submitted a plan to achieve compliance by February 28, 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 12, 2023
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