

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

Inspection Information	
Date of Inspection: February 7, 2023	Name of Inspector: Mark Dennis
Inspection Type: Mandatory Reporting Inspection	
Licensee: LLLP IV / 330 Bay St., Toronto, ON M5H 2S8 (the "Licensee")	
Retirement Home: Rogers Cove Retirement Residence / 4 Coveside Drive, Huntsville, ON P1H 2J9 (the "home")	
Licence Number: N0558	

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 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 style="padding-left: 40px;">(b) the planned care services for the resident that the licensee will provide, including,</p> <p style="padding-left: 80px;">(i) the details of the services,</p> <p style="padding-left: 80px;">(ii) the goals that the services are intended to achieve,</p> <p style="padding-left: 80px;">(iii) clear directions to the licensee's staff who provide direct care to the resident;</p>
<p>Inspection Finding</p> <p>The RHRA conducted an inspection, in response to allegations that the home was not providing appropriate care. There is a requirement that the care services provided by the home must be included within the plan of care including directions to those providing the care. Further, the plan of care must be developed from an assessment and if an external care provider is providing care, details of that service are to be included. The Inspector reviewed the residents file and interviewed family and staff. The inspection showed that the home failed to complete the plan of care as prescribed.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by March 01, 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. 36; Continence care.</p>

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

- 36. (1)** If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is continence care, the licensee shall establish a continence care program that includes,
- (a) measures to promote continence;
 - (b) measures to prevent constipation, including nutrition and hydration protocols;
 - (c) toileting programs;
 - (d) strategies to maximize the resident’s independence, comfort and dignity, including the use of equipment, supplies, devices and assistive aids.

Inspection Finding

The RHRA conducted an inspection, in response to allegations that the home was not providing appropriate care. There is a requirement that if one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is continence care, the licensee shall establish a continence care program that includes prescribed content. The Inspector reviewed the home continence care program and found the program did not include the prescribed content.

Outcome


At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.

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>Date</p> <p>February 23, 2023</p>
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