

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

Inspection Information	
Date of Inspection: February 6, 2023	Name of Inspector: Jennifer Sarkis
Inspection Type: Mandatory Reporting Inspection	
Licensee: LLGP III Inc. / 330 Bay Street, Toronto, ON M5H 2S9 (the "Licensee")	
Retirement Home: Charlotte Villa / 120 Darling Street, Brantford, ON N3T 5W6 (the "home")	
Licence Number: S0521	

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. 40; Provision of a meal.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p style="padding-left: 40px;">40. 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 provision of a meal, the licensee shall ensure that,</p> <p style="padding-left: 80px;">(f) an individualized menu is developed for the resident if the resident's needs cannot be met through the home's menu cycle;</p>
<p>Inspection Finding</p> <p>A report was made to RHRA regarding suspected improper care of residents related to specialized diets and dietary restrictions. As part of the inspection in response to the report, the inspector interviewed staff and residents, reviewed menus and dietary lists, reviewed records related to the residents, observed meal services and inspected the kitchen, including food storage. The inspector confirmed that several residents who required Diabetic or Gluten Free diets, did not have an individual menu developed as required. During meal service, options for a gluten free appetizer was not available and there were no diabetic dessert choices available. The Licensee failed to ensure they met the needs of residents with specialized diets.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by March 15, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</p> <p style="padding-left: 40px;">The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</p> <p style="padding-left: 40px;">The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.</p>

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

62. (9) The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:

1. The resident or the resident’s substitute decision-maker.

62. (12) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months.

47. (7) If one of the care services that the licensee provides to a resident is the provision of a meal, the resident’s plan of care is only complete if it includes a description of the food restrictions, food allergies and food sensitivities of the resident that are known.

Inspection Finding

As part of the inspection in response to the above-mentioned report, the inspector reviewed records relating to the residents with specialized diets and restrictions, observed dietary records in the kitchen and interviewed both the resident and staff. The inspector reviewed 11 residents' plans of care and 8 were found to not be approved by the resident or their substitute decision maker. Additionally, 8 plans of care were found to not have details related to their therapeutic diet, allergies or restrictions. Furthermore, 3 plans of care were found to not be revised within 6 months. The inspector confirmed that the Licensee failed to ensure all plans of care were completed as required.

Outcome


The Licensee submitted a plan to achieve compliance by March 15, 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 March 13, 2023
---	------------------------