

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

| Inspection Information | |
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| Date of Inspection: March 7, 2023 | Name of Inspector: Mark Dennis |
| Inspection Type: Routine Inspection | |
| Licensee: 783720 Ontario Inc / 234 Bay Street, Orillia, ON L3V 3W8 (the "Licensee") | |
| Retirement Home: Birchmere Retirement Residence / 234 Bay Street, Orillia, ON L3V 3W8 (the "home") | |
| Licence Number: N0026 | |

| Purpose of Inspection |
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| The RHRA conducts routine inspections as set out in section 77(3) 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; Assessment of resident. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>62. (6) The licensee shall ensure that the plan of care is based on an assessment of the resident and the needs and preferences of the resident.</p> <p>62. (12) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,</p> <p style="padding-left: 40px;">(b) the resident's care needs change or the care services set out in the plan are no longer necessary;</p> |
| <p>Inspection Finding</p> <p>The RHRA conducted a routine inspection and during the inspection the Inspector reviewed resident files. There is a requirement that a resident plan of care must be developed from an assessment. Further, if a resident care needs change the plan of care must be updated to reflect the change. The Inspector identified numerous residents that had been assessed and were to receive care services, but these services were not included in their plan of care. Further a resident care needs had changed and this change was not included in the plan of care. The Licensee failed to complete plans of care as prescribed.</p> |
| <p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or 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,
- (e) if the licensee or a staff member is involved in the administration of the drug or other substance at the home, that the licensee or staff member is trained in,
 - (ii) the safe disposal of syringes and other sharps,
 - (iii) recognizing an adverse drug reaction and taking appropriate action;
 - (c) neither the licensee nor a staff member administers a drug to a resident in the home unless the licensee or the staff member has received training in the procedures applicable to the administration of the drug;

Inspection Finding

The RHRA conducted a routine inspection and as part of that inspection, the Inspector reviewed staff training files. There is a required for staff, who administer medications, that they must be trained to administer medications. The inspection showed that the home was unable to demonstrate that four staff members, who administer medications, had been trained as prescribed.

Outcome


The Licensee has advised it has taken corrective action to achieve compliance. 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  | Date March 17, 2023 |
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