

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: March 17, 2023	Name of Inspector: Julie Hebert
Inspection Type: Mandatory Reporting Inspection	
Licensee: 2615412 Ontario Inc. / 96c Marmora Street, Trenton, ON K8V 2J3 (the "Licensee")	
Retirement Home: Park Street Place / 650 Park Street, Dresden, ON NOP 1M0 (the "home")	
Licence Number: S0447	

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. 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. (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> <ul style="list-style-type: none"> (b) the planned care services for the resident that the licensee will provide, including, <ul style="list-style-type: none"> (iii) clear directions to the licensee's staff who provide direct care to the resident; (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, <ul style="list-style-type: none"> (i) the details of the services, (a) the care services that are part of a package of care services that the resident is entitled to receive under the resident's agreement with the licensee, whether or not the resident receives the services; <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> <ul style="list-style-type: none"> (b) the resident's care needs change or the care services set out in the plan are no longer necessary;

Inspection Finding

An anonymous report was made to the RHRA surrounding allegations of incompetent care being provided to several residents at the home. As part of the inspection, the inspector spoke to staff, residents, family of residents, and reviewed documents relating to these residents. The inspection revealed that several of the mentioned residents' plans of care had not been updated as care needs for the residents' changed or minimally within the previous 6 months as required by the legislation. In addition, there were several issues relating to the content of the plans of care. Firstly, several of the plans of care did not include all care services provided to the residents regarding assistance with continence care and personal hygiene. Secondly, not all resident's falls risk needs had been updated in the plans of care. Thirdly, the plans of care did not include clear directions for staff on providing the care services. Lastly, for those residents who received care from external care providers, the plans of care did not include the details for what services were to be provided by those external care providers.

Outcome

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

2. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.

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

14. (3) For the purposes of paragraph 5 of subsection 65 (5) of the Act, every licensee of a retirement home shall ensure that every staff member who provides a care service to a resident has received or receives training in,

(b) each care service offered in the home so that the staff member is able to understand the general nature of each of those services, the standards applicable under the Act to each of those services and the aspects of each of those services that may be relevant to the staff member's own duties in the home.

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

As part of the inspection, the inspector reviewed the staff training records relating to the provision of care services. Homes are required to train staff on care services relevant to their position within 6 months of hire and annually thereafter. The home was not able to demonstrate they had completed training with relevant staff of the care services of assistance with bathing, assistance with personal hygiene, assistance with ambulation, continence care, and assistance with dressing.

Outcome

The Licensee submitted a plan to achieve compliance by April 17, 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 <i>Julie Hebert</i>	Date March 23, 2023
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