

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

Inspection Information	
Date of Inspection: March 16, 2023	Name of Inspector: Julie Hebert
Inspection Type: Mandatory Reporting Inspection	
Licensee: Lifetimes Limited Partnership / 3200 Dufferin Street, Toronto, ON M6A 3B2 (the "Licensee")	
Retirement Home: Devonshire Retirement Residence / 901 Riverside Drive, Windsor, ON N9A 7J6 (the "home")	
Licence Number: S0346	

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; Involvement of resident, etc.. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal. The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>62. (5) The licensee shall ensure that the resident, the resident’s substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate in the development, implementation and reviews of the resident’s plan of care.</p> <p>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: 40px;">(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>47. (1) Subject to subsection (4), as soon as possible and not later than two days after a resident commences residency in a retirement home, the licensee of a retirement home shall develop an initial plan of care for the resident based on the initial assessment of the resident’s immediate care needs conducted under section 43 that includes all of the information listed in subsection 62 (4) of the Act that is relevant to the resident’s immediate care needs.</p>
<p>Inspection Finding</p> <p>A report was made to the RHRA regarding allegations of dietary issues a resident was experiencing. The inspector spoke to the resident and staff, as well as reviewed documentation. The inspection revealed that the home had not completed an initial plan of care that was based on all the resident’s dietary needs, nor had the resident participated in the development of the plan of care. As well, they had not consistently</p>

offered the resident an individualized menu based on their dietary needs.

Outcome

The Licensee has demonstrated they have taken corrective action to achieve compliance.

2. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.

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

- 59. (2)** The licensee shall ensure that a written record is kept in the retirement home that includes,
- (a) the nature of each verbal or written complaint;
 - (b) the date that the complaint was received;
 - (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;

Inspection Finding

The resident had made complaints to staff regarding their diet as well as a maintenance issue. The home was not able to demonstrate they had kept a written record of all of the resident’s complaints including the nature of the complaint, the date the complaint was received, and the steps the home was taking to resolve the complaint.

Outcome

The Licensee has demonstrated they have 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 style="text-align: center;"><i>Julie Hebert</i></p>	<p>Date</p> <p>April 4, 2023</p>
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