

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

Inspection Information	
Date of Inspection: March 27, 2023	Name of Inspector: Julie Hebert
Inspection Type: Mandatory Reporting Inspection	
Licensee: Soaring Eagle Retirement Living / 479 Hughes Street, Dresden, ON NOP 1M0 (the "Licensee")	
Retirement Home: Soaring Eagle Retirement Living / 479 Hughes Street, Dresden, ON NOP 1M0 (the "home")	
Licence Number: S0496	

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. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ul style="list-style-type: none"> (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;
<p>Inspection Finding</p> <p>An allegation of staff to resident emotional abuse was reported to the RHRA. As part of the allegation the inspector spoke to residents and staff, and reviewed documentation. The inspection revealed that Licensee had not kept a written record of the complaint which included the nature of the complaint, the date the complaint was received and any action taken on the part of the Licensee in response to the complaint.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by May 18, 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. 23; Behaviour management.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

- (a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

Inspection Finding

As part of the inspection, the inspector reviewed documentation and spoke to staff and family relating to a resident experiencing responsive behaviours. The home was not able to demonstrate that they had implemented strategies and techniques to mitigate the resident’s responsive behaviour, nor implemented monitoring following instances of responsive behaviour.

Outcome

The Licensee submitted a plan to achieve compliance by May 18, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.

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

- 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,
- (b) the resident’s care needs change or the care services set out in the plan are no longer necessary;

Inspection Finding

There is a requirement under the Retirement Homes Act for homes to reassess residents and update their plans of care as care needs change; or at a minimum of every 6 months. As part of the inspection, the inspector reviewed several residents plans of care and learned that not all resident plans of care were updated as required.

Outcome

The Licensee submitted a plan to achieve compliance by May 18, 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 April 18, 2023
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