

FINAL INSPECTION REPORT
Under the Retirement Homes Act, 2010

Inspection Information	
Date of Inspection: May 17, 2023	Name of Inspector: Angela Butler
Inspection Type: Routine Inspection	
Licensee: ACC-002975 - AMG London Inc.	
Retirement Home: The Manor Village at London	
License Number: S0396	

About Routine Inspections

A routine inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. During a routine inspection, an RHRA inspector will walk through the home, speak to residents and staff, observe care services and conditions in the home, and ensure the licensee's management and staff follow mandatory policies and practices designed to protect the welfare of residents.

Following a routine inspection, the RHRA inspector prepares a draft inspection report which is sent to the licensee. The draft report may include instances where the licensee has failed to meet the standards of the *RHA*. If included, the licensee can respond to these instances and is strongly encouraged to inform RHRA of its plans to meet the standards of the *RHA*.

Following the draft report, the RHRA inspector prepares this final inspection report, incorporating any response from the licensee with their plans to meet the standards of the *RHA*. The most recent final inspection report must be posted in the home in a visible and easily accessible location. All final inspection reports from the previous two years must also be made available in an easily accessible location in the home. The licensee must provide a copy of this report to the home's Residents' Council, if one exists.

In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.

If the licensee repeatedly does not meet the required standards, RHRA may take further action.

Focus Areas

During a routine inspection, an inspector will focus primarily on a set number of areas which have been identified as related to the health, safety and wellbeing of resident, and may take various actions to determine whether the licensee is compliant with the RHA in relating to the areas. The areas listed in this section are ones which an inspector has identified as non-compliant.

Focus Area #1: Behaviour Management and Dementia Care

RHRA Inspector Findings

The Inspector requested to review the Licensee's Dementia Care Program and the qualifications of the person overseeing the program during the routine inspection. The Licensee could not provide documentation that their Dementia Care Program was developed in accordance with evidence based or prevailing practices, nor the qualifications for the person who oversees the program in the home. They were further unable to demonstrate that their Dementia Care Program had been evaluated annually and a written record kept of the evaluation.

The Licensee failed demonstrate they had developed their Dementia Care Program; ensured the program was supervised by a regulated health care provider with specific dementia care training, and evaluated the program annually as per the legislation.

Outcome

The Licensee submitted a plan to achieve compliance by Fri Jun 30, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

Focus Area #2: Emergency Plan

RHRA Inspector Findings

During the routine inspection, the inspector reviewed the home's emergency plan. The emergency plan did not include epidemics and pandemics in its plan. The Licensee failed to ensure the emergency plan was in line with the legislation.

Outcome

The Licensee has demonstrated it has taken corrective action to achieve compliance.

Focus Area #3: Resident Record, Assessment, Plan of Care

RHRA Inspector Findings

During the routine inspection, the inspector reviewed resident's files and found that one resident did not have their plan of care updated when his diet changed. The Licensee failed to update the resident's plan of care as their care needs changed.

Outcome

The Licensee has demonstrated it has taken corrective action to achieve compliance.

Additional Findings

During a routine inspection, an inspector may observe areas of non-compliance that are not related to the standard focus areas. In these cases, an inspector may cite the home for these contraventions at the time of this inspection. In addition, an inspector may follow-up on findings of non-compliance from previous inspections. Where the licensee is unable to demonstrate they have come into compliance or maintained compliance, an inspector may cite the home for these repeat contraventions at the time of this inspection.

Not Applicable

Current Inspection – Citations

Citations relating to the above Focus Areas or Additional Findings made during the current inspection are listed below.

The Licensee failed to comply with the RHA s. 25. (3); Emergency plan, retirement home with more than 10 residents

s. 25. (3); Emergency plan, retirement home with more than 10 residents

25. (3) The licensee shall ensure that the emergency plan provides for the following:

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

s. 25. (3), para. 1

1. Dealing with,

s. 25. (3), para. 1, 5.1

v.1 epidemics and pandemics,

The Licensee failed to comply with the RHA s. 41. (3); Dementia care program

s. 41. (3); Dementia care program

41. (3) The program shall be developed and implemented in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices.

The Licensee failed to comply with the RHA s. 41. (4); Dementia care program

s. 41. (4); Dementia care program

41. (4) The program shall be supervised by a member of a College, as defined in the Regulated Health Professions Act, 1991, with specific training in dementia care and care of older adults.

The Licensee failed to comply with the RHA s. 41. (5); Dementia care program

s. 41. (5); Dementia care program

41. (5) The program shall be evaluated at least annually and the licensee shall keep a written record of each evaluation.

The Licensee failed to comply with the RHA s. 62. (12); Reassessment and revision

s. 62. (12); Reassessment and revision

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,

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

s. 62. (12), (b)

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

Closed Citations

During an inspection, an inspector may follow-up with areas of non-compliance cited during a previous inspection, or verify compliance with areas initially cited during the current inspection. The inspector has verified that at the time of this report, the licensee was able to demonstrate that the following areas have come into compliance.

Ontario Regulation 166/11:

s. 24. (4); Emergency plan, general

24. (4) The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency.

s. 33. (2); Medication error

33. (2) If a medication error occurs in a retirement home or if a resident of the home has an adverse reaction to a drug or other substance administered to the resident in the home by the licensee or a member of the staff, the licensee shall ensure that,

s. 33. (2), (d)

(d) in the case of a medication error, corrective action is taken as necessary to prevent future harm to residents.

NOTICE

The Final Inspection Report is being provided to the Licensee, the Registrar of 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
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