

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

Inspection Information	
<b>Date of Inspection: June 16, 2023</b>	<b>Name of Inspector: Julie Hebert</b>
<b>Inspection Type:</b> Responsive Inspection – Mandatory Report	
<b>Licensee:</b> ACC-002443 - Rykka Care Centres LP	
<b>Retirement Home:</b> Lifetimes on Riverside	
<b>License Number:</b> S0232	

#### About Responsive Inspections

A responsive inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. A responsive inspection is conducted when RHRA receives information that the licensee may have failed to meet the standards of the *Retirement Homes Act, 2010* or its regulations (the “RHA”). An inspection being conducted does not infer that an allegation is substantiated or that a contravention of the RHA has occurred. A licensee is required to report to RHRA if they suspect harm or risk of harm to a resident. During a responsive inspection, an RHRA inspector may observe the operations of the home, interview relevant individuals, review records and other documentation, and determine whether the licensee’s management and staff have followed mandatory policies and practices designed to protect the welfare of residents.

Following a responsive 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 there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take further action.

#### Concern(s)

*During a responsive inspection, an inspector will focus primarily on the concern(s) which prompted the inspection and may take various actions to determine whether the licensee is compliant with the RHA in relating to the concern(s). Any findings of non-compliance identified in relation to these concerns are listed below.*

#### Concern #1: CON-5513-Improper or Incompetent Treatment or Care

##### RHRA Inspector Findings

An inspection was conducted regarding allegations of incompetent care with residents on the Safe and Secure floor of the home. The inspector reviewed documentation, interviewed staff, management, and family members, as well as made observations throughout the day. The inspector discovered that several residents on the floor required personal assistance service devices (PASDs) to assist in the provision of their care. The home was not able to demonstrate that these PASDs had been approved by a prescribed person, that the resident or their substitute decision maker (SDM) had consented to the use of the PASD, nor that the use of the device was included in the residents’ plan of care. In addition, the inspection revealed issues with several residents’ plans of care. Not all plans of care included clear directions surrounding the use of PASDs and continence care, included all the residents care needs, nor were they all updated as care needs changed. Furthermore, there was indication that continence care was not being provided at all times in alignment with the plan of care.

##### Outcome

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

#### Concern #2: CON-5620-Food

##### RHRA Inspector Findings

The Licensee is required to ensure that staff monitor residents during meals and that residents are given sufficient time to eat at their own pace. During an inspection, the inspector had occasion to view the breakfast and lunch mealtimes and noted that as the dining area was divided into two separate rooms which were not visible to each other, there were times when staff were not monitoring residents in one area or the other while eating where several residents have high acuity care needs surrounding provision of a meal. In addition, the inspector observed staff removing food trays from residents before they had time to finish their meals. The Licensee was not providing the care service of provision of a meal in alignment with all areas of the legislation.

##### 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.

**Additional Findings**

*During a responsive inspection, an inspector may observe areas of non-compliance that are not related to the concern(s) which prompted the inspection. 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 Concerns or Additional Findings made during the current inspection are listed below.*

**The Licensee failed to comply with the RHA s. 40.; Provision of a meal****s. 40.; Provision of a meal**

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,

**Specifically, the Licensee failed to comply with the following subsection(s):****s. 40. (h)**

(h) the resident is given sufficient time to eat at his or her own pace;

**s. 40. (j)**

(j) staff monitor the resident during meals as required;

**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.*

**Retirement Homes Act, 2010:****s. 62. (10); Compliance with plan**

62. (10) The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.

**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,

**s. 62. (12), (b)**

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

**s. 62. (4); Contents of plan**

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,

**s. 62. (4), (b)**

(b) the planned care services for the resident that the licensee will provide, including,

**s. 62. (4), (b), 3.**

(iii) clear directions to the licensee's staff who provide direct care to the resident;

**s. 62. (6); Assessment of resident**

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.

**s. 69. (2); Restrictions on use**

69. (2) A licensee of a retirement home or an external care provider who provides care services in the home may permit the use of a personal assistance services device for a resident of the home only if,

**s. 69. (2), (c)**

(c) one or more of the following persons have approved the use of the device:

**s. 69. (2), (c), 1.**

(i) a legally qualified medical practitioner,

**s. 69. (2); Restrictions on use**

69. (2) A licensee of a retirement home or an external care provider who provides care services in the home may permit the use of a personal assistance services device for a resident of the home only if,

**s. 69. (2), (c)**

(c) one or more of the following persons have approved the use of the device:

**s. 69. (2), (c), 2.**

(ii) a member of the College of Nurses of Ontario,

**s. 69. (2); Restrictions on use**

69. (2) A licensee of a retirement home or an external care provider who provides care services in the home may permit the use of a personal assistance services device for a resident of the home only if,

**s. 69. (2), (c)**

(c) one or more of the following persons have approved the use of the device:

**s. 69. (2), (c), 3.**

(iii) a member of the College of Occupational Therapists of Ontario,

**s. 69. (2); Restrictions on use**

69. (2) A licensee of a retirement home or an external care provider who provides care services in the home may permit the use of a personal assistance services device for a resident of the home only if,

**s. 69. (2), (c)**

(c) one or more of the following persons have approved the use of the device:

**s. 69. (2), (c), 4.**

(iv) a member of the College of Physiotherapists of Ontario,

**s. 69. (2); Restrictions on use**

69. (2) A licensee of a retirement home or an external care provider who provides care services in the home may permit the use of a personal assistance services device for a resident of the home only if,

**s. 69. (2), (c)**

(c) one or more of the following persons have approved the use of the device:

**s. 69. (2), (c), 5.**

(v) any other prescribed person;

**s. 69. (2); Restrictions on use**

69. (2) A licensee of a retirement home or an external care provider who provides care services in the home may permit the use of a personal assistance services device for a resident of the home only if,

**s. 69. (2), (d)**

(d) the resident or, if the resident is incapable, the resident's substitute decision-maker, has consented to the use of the device;

**s. 69. (2); Restrictions on use**

69. (2) A licensee of a retirement home or an external care provider who provides care services in the home may permit the use of a personal assistance services device for a resident of the home only if,

**s. 69. (2), (e)**

(e) the use of the device is included in the resident's plan of care;

## 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  <i>Julie Hebert</i>	Date  July 19, 2023
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