

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

Inspection Information	
<b>Date of Inspection:</b> June 15, 2023	<b>Name of Inspector:</b> Douglas Crust
<b>Inspection Type:</b> Responsive Inspection – Mandatory Report	
<b>Licensee:</b> ACC-002690 - Baybridge (Brampton) Inc.	
<b>Retirement Home:</b> Amica Peel Village	
<b>License Number:</b> T0528	

**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*

## Concern #1: CON-5500-Improper or Incompetent Treatment or Care

### RHRA Inspector Findings

A report was made to RHRA regarding failure to respond to a complaint and the alleged improper care of a resident. As part of the inspection in response to the allegation, the inspector reviewed the Licensee's care policies and procedures, the resident's care file, and interviewed relevant staff. The inspector found that the Licensee failed to follow the complaint procedure, and specifically that a complaint from a family member was not responded to and was not documented. In addition, although the Licensee began to provide the resident with continence products, there was no evidence that the requirements were met to evaluate the resident's individual needs, to determine proper product fit, and to utilize the appropriate continence product for the time of day and the resident's individual type of incontinence. Also, the resident's plan of care was not promptly updated when the care needs of the resident changed, specifically regarding continence care arrangements and wound care. The plan of care also did not include specific directions to staff related to use of an air mattress and repositioning the resident in support of wound care. There was no evidence of an interdisciplinary care conference as part of the development of the plan of care, as prescribed, as the resident had needs related to wound care. Finally, the evidence presented did not demonstrate that the resident was frequently repositioned by staff in support of his wound care and the resident's wound visibly deteriorated. As a result, the Licensee's improper care jeopardized the health and safety of the resident, and the Licensee failed to protect the resident from neglect.

### Outcome

The Licensee submitted a plan to achieve compliance by Wednesday August 30, 2023. 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. 36. (2); Continence care**

##### **s. 36. (2); Continence care**

36. (2) If, as part of the continence care program, a licensee provides continence care products to a resident, the licensee shall,

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

##### **s. 36. (2), (a)**

(a) provide products that,

**s. 36. (2), (a), 1.**

(i) are based on the resident's individually assessed needs,

**s. 36. (2), (a)**

(a) provide products that,

**s. 36. (2), (a), 2.**

(ii) properly fit the resident,

**s. 36. (2), (a)**

(a) provide products that,

**s. 36. (2), (a), 5.**

(v) are appropriate for the time of day, and for the individual resident's type of incontinence;

**The Licensee failed to comply with the RHA s. 47. (5); Development of plan of care**

**s. 47. (5); Development of plan of care**

47. (5) If an assessment of a resident indicates that the resident's care needs may include dementia care, skin and wound care or the use of a personal assistance services device, the licensee shall ensure that an interdisciplinary care conference is held as part of the development of the resident's plan of care and that the resident's plan of care takes into account the results of the care conference.

**The Licensee failed to comply with the RHA s. 59. (1); Procedure for complaints to licensee**

**s. 59. (1); Procedure for complaints to licensee**

59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

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

**s. 59. (1), para. 2**

2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.

**s. 59. (1), para. 3**

3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.

**s. 59. (1), para. 4**

4. A response shall be made to the person who made the complaint, indicating,

**s. 59. (1), para. 4, 1.**

i. what the licensee has done to resolve the complaint,

**s. 59. (1), para. 4**

4. A response shall be made to the person who made the complaint, indicating,

**s. 59. (1), para. 4, 2.**

ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.

**The Licensee failed to comply with the RHA s. 59. (2); Procedure for complaints to licensee**

**s. 59. (2); Procedure for complaints to licensee**

59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,

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

**s. 59. (2), (a)**

(a) the nature of each verbal or written complaint;

**s. 59. (2), (b)**

(b) the date that the complaint was received;

**s. 59. (2), (c)**

(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;

**s. 59. (2), (d)**

(d) the final resolution, if any, of the complaint;

**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;

**The Licensee failed to comply with the RHA s. 62. (4); Contents of plan**

**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,

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

**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;

**The Licensee failed to comply with the RHA s. 67. (2); Same, neglect**

**s. 67. (2); Same, neglect**

67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

**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.*

Not Applicable

## 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 August 10, 2023
---	-------------------------