
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 90.

HCN-Revera Lessee (Westwood) LP
o/a The Westwood
2370 Carling Avenue
Ottawa ON K2B 8G9

COMPLIANCE ORDER NO. 2023-N0378-90-01

Under section 90 of the *Retirement Homes Act, 2010* (the “Act”), the Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) may serve an order on a licensee ordering it to refrain from doing something, or to do something, for the purpose of ending the contravention and achieving compliance, ensuring that the contravention is not repeated, and that compliance is maintained. The Deputy Registrar issues this Compliance Order (the “Order”) to ensure HCN-Revera Lessee (Westwood) LP (the “Licensee”) operating as The Westwood (the “Home”) comes into compliance with the Act and Ontario Regulation 166/11 under the Act (the “Regulation”).

CONTRAVENTION

The Deputy Registrar has reasonable grounds to believe that the Licensee contravened the following sections of the Act and Regulation:

- S. 62(8) of the Act for failing to ensure that a care service provided by an external care provider was integrated into a resident’s plan of care.
- S. 62(12)(b) of the Act for failing to update a resident’s plan of care when the resident’s care needs changed.
- S. 27(9)(b) of Regulation for failing to administer a drug in accordance with the directions for use.

BRIEF SUMMARY OF FACTS

This Order is issued in relation to non-compliance identified during an inspection of the Home on November 29, 2022.

The Licensee did not administer a resident’s medication as prescribed and did not keep accurate records of the medication that was administered. In addition, the Licensee did not update the resident’s plan of care when the resident’s care needs changed or integrate the care service provided by an external care provider into the resident’s plan of care as required.

The Deputy Registrar has determined that this Order is appropriate to ensure the Licensee achieves and maintains compliance with the Act and Regulation.

REQUIRED ACTION

Pursuant to section 90 of the Act, the Deputy Registrar orders the Licensee to immediately comply with the following:

1. Ensure that plans of care for all residents are audited, current, and reflect care services being provided by external care providers;
2. Until February 28, 2024, complete monthly audits of medication administration in the Home to ensure that medication administration is being completed and documented appropriately and that any medication being administered by staff of the Home is documented on the Medication Administration Record (MAR) for that resident. Send the results of the monthly audit to the RHRA by the 10th day of each month.
3. The Licensee must demonstrate through written reports to the RHRA that it has complied with actions 1 & 2 set out above. The Licensee must submit these ongoing reports at such regularity as is determined by the RHRA Compliance Monitor.

August 15, 2023