

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

Inspection Information	
Date of Inspection: May 31, 2023	Name of Inspector: Jennifer Sarkis
Inspection Type: Responsive Inspection – Complaint	
Licensee: ACC-003237 - ASC (Rymal) Facility Limited Partnership	
Retirement Home: Summit Heights Retirement Residence	
License Number: S0508	

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-5372-Complaints procedure

RHRA Inspector Findings

A complaint was made to RHRA regarding several concerns related to abuse and neglect, food, care, cleanliness, staffing, assessments and plans of care. As part of the inspection in response to the complaint, the inspector reviewed the Licensee’s policies and procedures, complaint records, staff training records, physician prescription orders and medication administration records, the resident’s medical care file, and interviewed relevant staff. The inspector reviewed the Licensee’s complaints log and noted that a recent complaint did not have an outcome of the complaint and final response to the complainant related to the resolution of the complaint. The Licensee failed to ensure that their written record of a complaint included all the required elements.

In addition, the inspector found a prescription ordered by the residents dentist after receiving oral surgery. There is no evidence the home administered this prescription as there was no written records of medication administration. The Licensee failed to ensure there was a written records of medication administration as prescribed by a physician.

Outcome

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

Concern #2: CON-5383-Improper or Incompetent Treatment or Care - Care Plan

RHRA Inspector Findings

A complaint was made to RHRA regarding several concerns related to abuse and neglect, food, cleanliness, staffing, assessments and plans of care. As part of the inspection in response to the complaint, the inspector reviewed the resident’s care file, including their medical assessment, plan of care and progress notes and interviewed relevant staff and the residents substitute decision maker. The inspector found the resident to not have a re-assessment and plan of care reviewed within 15 months, where it is required to do so at a minimum, every 6 months. In addition, the resident was not re-assessed and their plan of care revised when there was a change of condition related to the resident requiring a soft food and lukewarm diet, before and after oral surgery. In addition, the inspector found no evidence of a multi-disciplinary care conference held for this resident to discuss the plan of care as it relates to a resident with Dementia. Furthermore, the inspector evidence that 3 days were missing on the residents glucose monitoring, as per the residents plan of care and physicians request and non-compliance of compression stockings not applied for the resident.

During the inspection, the inspector reviewed another residents medical file as it related to an incident of resident to resident abuse. The inspector found evidence of this residents plan of care to not be approved by the resident or their substitute decision maker and there was no evidence of a multi-disciplinary care conference. The Licensee failed to ensure assessments and plans of care were completed as required.

Outcome

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

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.

Not Applicable

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,

Ontario Regulation 166/11:

s. 32.; Records

32. If the licensee or a member of the staff of a retirement home administers a drug or other substance to a resident, the licensee shall ensure that,

s. 32. (a)

(a) the person who administered the drug or other substance prepares a written record noting the name and amount of the drug or other substance, the route of its administration and the time and date on which it was administered;

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.

s. 47. (7); Development of plan of care

47. (7) If one of the care services that the licensee provides to a resident is the provision of a meal, the resident's plan of care is only complete if it includes a description of the food restrictions, food allergies and food sensitivities of the resident that are known.

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:

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. (2); Procedure for complaints to licensee

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

s. 59. (2), (d)

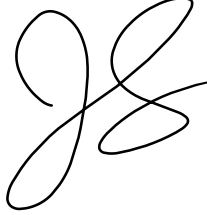
(d) the final resolution, if any, of the complaint;

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 23, 2023
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