

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

Inspection Information	
Date of Inspection: August 09, 2023	Name of Inspector: Mark Dennis
Inspection Type: Responsive Inspection – Complaint	
Licensee: ACC-002946 - The Royale GP Corporation	
Retirement Home: Aspira Waterford Barrie Retirement Living	
License Number: N0471	

**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)
<i>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.</i>
<b>Concern #1: CON-6057-Falls</b>
<p><b>RHRA Inspector Findings</b> The RHRA conducted an inspection in response to a complaint by a residents family member. The family member raised concerns about risk of falls and these concerns were going unanswered. The Inspector reviewed resident charting, emails and complaint procedures. The inspection showed that the Licensee had responded to the family members concerns. However, there is a requirement that the licensee must keep detailed records of those complaints. The inspection showed that the Licensee failed to keep written records of the complaints as prescribed.</p> <p><b>Outcome</b> The Licensee submitted a plan to achieve compliance by Fri Sep 01 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<b>Concern #2: CON-6065-Plan of Care</b>
<p><b>RHRA Inspector Findings</b> The RHRA conducted an inspection in response to complaints made by a residents family member. The family member was concerned that they were provided with a copy of the residents plan of care after the resident had moved out. The Inspector reviewed the plan of care. There is a requirement that plans of care must be approved by the resident or their substitute decision maker and a regulated health professional. The inspection showed a residents plan of care was not approved as prescribed.</p> <p><b>Outcome</b> The Licensee submitted a plan to achieve compliance by Fri Sep 01 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<b>Concern #3: CON-6072-Record Keeping</b>
<p><b>RHRA Inspector Findings</b> The RHRA conducted an inspection in response to a complaint made by a residents family member. The family member was concerned that staff providing memory care were not properly trained. The Inspector reviewed staffing levels, the dementia care program and qualifications of those persons supervising the program. There was no evidence that staff were not properly trained as</p>

prescribed. Further, there was no evidence that the person supervising the dementia care program has not received additional training in dementia care. The inspection did show that a resident residing on the memory care floor did exhibit aggressive behaviours. There is a requirement that the home shall have a Behaviour Management policy and implement that policy. The home did have a policy that required techniques and strategies be included within the plan of care for resident displaying aggressive behaviours. The Licensee had not included strategies and techniques within the plan of care as prescribed.

**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. 23. (1); Behaviour management**

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23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

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

**s. 23. (1), (a)**

(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;

**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;

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

(e) every date on which any response was provided to the complainant and a description of the response;

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

(f) any response made in turn by the complainant.

**The Licensee failed to comply with the RHA s. 62. (9); Persons who approve plans of care**

**s. 62. (9); Persons who approve plans of care**

62. (9) The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:

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

**s. 62. (9), para. 1**

1. The resident or the resident's substitute decision-maker.

**s. 62. (9), para. 2**

2. The prescribed person if there is a person prescribed for the purpose of this paragraph.

**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

September 6, 2023