

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

Inspection Information	
Date of Inspection: September 11, 2023	Name of Inspector: Mark Dennis
Inspection Type: Responsive Inspection – Mandatory Report	
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-</i>
Concern #1: CON-6404-Security and safety
<p>RHRA Inspector Findings</p> <p>The RHRA conducted an inspection in response to a concern that the home failed to provide a resident with the required safety measures when transporting a resident in a wheelchair. The Inspector reviewed home documentation and conducted relevant interviews. The inspection showed that the home was using a wheelchair as a personal assistance service device (PASD) for a resident. There is a requirement that should a home use a PASD, the device must be included within the plan of care and there must be evidence of an interdisciplinary care conference when developing the plan of care involving a PASD. Further, the PASD must be used in accordance with prevailing practices. The involved resident was also receiving skin and wound care from an external care provider, and this was not included within the plan of care. Further, there was no evidence of an interdisciplinary care conference when developing the plan of care involving skin and wound care. The Licensee failed to include the PASD within the plan of care, failed to properly use the PASD, failed to conduct an interdisciplinary care conference when developing the plan of care and failed to include the care services of an external care provider within the plan of care.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by Tue Oct 03 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>

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. 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. 52. (2); Personal assistance services devices**s. 52. (2); Personal assistance services devices**

52. (2) Every licensee of a retirement home shall ensure that a personal assistance services device used under section 69 of the Act is,

Specifically, the Licensee failed to comply with the following subsection(s):**s. 52. (2), (c)**

(c) used in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices;

The Licensee failed to comply with the RHA s. 62. (8); Integration of assessments and care**s. 62. (8); Integration of assessments and care**

62. (8) The licensee shall ensure that there are protocols to promote the collaboration between the staff, external care providers and others involved in the different aspects of care of the resident,

Specifically, the Licensee failed to comply with the following subsection(s):**s. 62. (8), (a)**

(a) in the assessment of the resident so that their assessments are integrated and are consistent with and complement each other;

s. 62. (8), (b)

(b) in the development and implementation of the plan of care so that the different aspects of care are integrated and are consistent with and complement each other.

The Licensee failed to comply with the RHA s. 69. (2); Restrictions on use**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,

Specifically, the Licensee failed to comply with the following subsection(s):**s. 69. (2), (e)**

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

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 21, 2023
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