

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

Inspection Information	
Date of Inspection: December 6, 2023	Name of Inspector: Angela Butler
Inspection Type: Routine Inspection	
Licensee: ACC-002413 - peopleCare Communities Inc.	
Retirement Home: Oakcrossing Retirement Living	
License Number: S0443	

### About Routine Inspections

A routine inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. During a routine inspection, an RHRA inspector will walk through the home, speak to residents and staff, observe care services and conditions in the home, and ensure the licensee's management and staff follow mandatory policies and practices designed to protect the welfare of residents.

Following a routine 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 the licensee repeatedly does not meet the required standards, RHRA may take further action.

### Focus Areas

*During a routine inspection, an inspector will focus primarily on a set number of areas which have been identified as related to the health, safety and wellbeing of resident, and may take various actions to determine whether the licensee is compliant with the RHA in relating to the areas. The areas listed in this section are ones which an inspector has identified as non-compliant.*

#### Focus Area #1: Behaviour Management

#### RHRA Inspector Findings

A review of a resident's record who was identified as having responsive behaviours indicated that the Licensee had not implemented heightened monitoring after an incident and there was no evidence of written strategies for ongoing monitoring of the resident. The Licensee failed to implement their behaviour management policy fully for a resident that post a risk of harm to themselves or others.

#### Outcome

The Licensee submitted a plan to achieve compliance by Thu Dec 21, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

## Focus Area #2: Emergency Plan

### RHRA Inspector Findings

The inspector reviewed the Licensee's records of testing for their emergency plans and found that the testing for situations involving epidemics/pandemics had not been completed within the last 12 months. The Licensee failed to ensure that testing was done annually as required.

### Outcome

The Licensee submitted a plan to achieve compliance by Sun Dec 31 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

## Focus Area #3: Resident Record, Assessment, Plan of Care

### RHRA Inspector Findings

As part of the routine inspection, the inspector reviewed the record of a resident who had suffered multiple falls. The review indicated that the Licensee had not implemented strategies to reduce or mitigate the risk of falls and did not update the residents plan of care as their care needs relating to falls changed. The Licensee failed to update the residents plan of care and include all care needs as required.

### Outcome

The Licensee submitted a plan to achieve compliance by Thu Dec 21, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

### Additional Findings

*During a routine inspection, an inspector may observe areas of non-compliance that are not related to the standard focus areas. 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 Focus Areas or Additional Findings made during the current inspection are listed below.*

#### **The Licensee failed to comply with the RHA s. 23. (1); Behaviour management**

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

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), (c)**

(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

#### **The Licensee failed to comply with the RHA s. 24. (5); Emergency plan, general**

##### **s. 24. (5); Emergency plan, general**

24. (5) The licensee shall,

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

###### **s. 24. (5), (a)**

(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,

**s. 24. (5), (a), 3.1**

(iii.1) epidemics and pandemics,

**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. (6); Assessment of resident**

**s. 62. (6); Assessment of resident**

62. (6) The licensee shall ensure that the plan of care is based on an assessment of the resident and the needs and preferences of the resident.

**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



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Date December 20, 2023