

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

Inspection Information	
Date of Inspection: February 6, 2024	Name of Inspector: Angela Newman
Inspection Type: Routine Inspection	
Licensee: ACC-002601 - McVean Holding Corp.	
Retirement Home: McVean Lodge	
License Number: S0113	

About Routine Inspections
<p>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.</p> <p>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 <i>RHA</i>. 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 <i>RHA</i>.</p> <p>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 <i>RHA</i>. 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.</p> <p>In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.</p> <p>If the licensee repeatedly does not meet the required standards, RHRA may take further action.</p>

Focus Areas
<p><i>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.</i></p>

Focus Area #1: Emergency Plan

RHRA Inspector Findings

As part of the routine inspection, the inspector reviewed the Licensee's partner agreements for assistance during an evacuation. The inspector found the home did not have a written agreement with a community partner to assist in transportation of residents during an evacuation. The Licensee failed to ensure it had all the required components of an emergency plan in accordance with the legislation.

Outcome

At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.

Focus Area #2: Resident Record, Assessment, Plan of Care

RHRA Inspector Findings

As part of the routine inspection, the inspector reviewed a sample of resident's records. The inspector found that the home was not completing a reassessment of the residents when the plans of care were revised. Additionally, the Licensee failed to ensure that an interdisciplinary care conference was held as part of the development of the plan of care for three residents whose care needs may include dementia care. The Licensee failed to ensure that care plans were developed in accordance with the requirements in legislation.

Outcome

The Licensee provided information indicating that corrective action was being taken, however, further action must be taken to achieve compliance with all areas outlined in the finding. 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. 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. 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,

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. 68. (1); Restraints prohibited

68. (1) No licensee of a retirement home and no external care providers who provide care services in the home shall restrain a resident of the home in any way, including by the use of a physical device or by the administration of a drug except as permitted by section 71.

Ontario Regulation 166/11:

s. 24. (4); Emergency plan, general

24. (4) The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency.

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

24. (5) The licensee shall,

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), 4.

(iv) violent outbursts;

s. 44. (2); Full assessment of care needs

44. (2) The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

s. 44. (2), para. 1

1. Physical and mental health.

s. 44. (2); Full assessment of care needs

44. (2) The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

s. 44. (2), para. 2

2. Functional capacity.

s. 44. (2); Full assessment of care needs

44. (2) The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

s. 44. (2), para. 3

3. Cognitive ability.

s. 44. (2); Full assessment of care needs

44. (2) The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

s. 44. (2), para. 4

4. Behavioural issues.

s. 44. (2); Full assessment of care needs

44. (2) The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

s. 44. (2), para. 5

5. Need for care services.

s. 44. (2); Full assessment of care needs

44. (2) The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

s. 44. (2), para. 6

6. Need for assistance with the activities of daily living.

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 <i>Angela Newman</i>	Date February 8, 2024
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