

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

Inspection Information	
Date of Inspection: January 11, 2024	Name of Inspector: Matthew John
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002470 - Chartwell Master Care Corporation	
Retirement Home: Chartwell Wynfield Retirement Residence	
License Number: T0081	

#### 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-7545-Neglect****RHRA Inspector Findings**

A report was made to the RHRA regarding the neglect of a resident. As part of the inspection in response to the concerns, the inspector conducted interviews and reviewed policies, documentation, and records within the home. The inspector found evidence that a resident's medical condition was worsening over time and they were displaying behaviours that posed a risk of harm to themselves. While the Licensee had a policy in place to perform regular attendance checks for all residents, they failed to identify this resident as not accounted for and did not follow their protocol for checking on the resident for a period spanning over two days. This resident was later found deceased in their room. The Licensee failed to ensure staff follow the resident attendance policy and failed to provide the routine checks and monitoring the resident was entitled to, demonstrating a pattern of inaction that jeopardized the health and safety of the resident. The Licensee failed to protect the resident from neglect. In addition, the Licensee failed to ensure the incident was investigated immediately and failed to ensure the incident was reported to the Registrar immediately.

**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.

**Concern #2: CON-7916-Improper or Incompetent Treatment or Care - Plan of Care Assessments****RHRA Inspector Findings**

A report was made to the RHRA regarding the care of a resident. As part of the inspection in response to the concerns, the inspector conducted interviews and reviewed documentation and records within the home relating to this resident. The inspector found that the resident experienced a significant change in care needs but was not reassessed and their plan of care was not revised. The Licensee failed to ensure reassessment of the resident and revision of their plan of care occurred as required. In addition, the inspector could not find evidence that the plan of care in place at the time of the inspection was ever approved by either the resident or their substitute decision maker. The Licensee failed to ensure approval of the resident's plan of care occurred as required.

**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. 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. (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.

#### **The Licensee failed to comply with the RHA s. 67. (2); Same, neglect**

##### **s. 67. (2); Same, neglect**

67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

#### **The Licensee failed to comply with the RHA s. 74.; Licensee's duty to respond to incidents of wrongdoing**

##### **s. 74.; Licensee's duty to respond to incidents of wrongdoing**

74. Every licensee of a retirement home shall ensure that,

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

##### **s. 74. (a)**

(a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated:

##### **s. 74. (a), 2.**

(ii) neglect of a resident of the home by the licensee or the staff of the home.

#### **The Licensee failed to comply with the RHA s. 75. (1); Reporting certain matters to Registrar**

##### **s. 75. (1); Reporting certain matters to Registrar**

75. (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:



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

**s. 75. (1), para. 2**

2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to 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	Date
<i>Matthew John</i> , RN	February 20, 2024