

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

Inspection Information	
Date of Inspection: 1/26/2024	Name of Inspector: Shyla Sittampalam, RN
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-003081 - Bloomsdale Health Resource Inc	
Retirement Home: Bloomsdale Seniors Home	
License Number: T0601	

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-7637-Security and safety

RHRA Inspector Findings

A report was made to RHRA regarding concerns about an area of disrepair outside the home. As part of the inspection in response to the allegation, the inspector completed observations and requested to review the Licensee's maintenance program. The inspector found various areas of the home to be in disrepair and the Licensee failed to ensure that a maintenance program is in place to keep the home in good repair.

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-7639-Food

RHRA Inspector Findings

A report was made to RHRA regarding concerns around resident meals. . As part of the inspection in response to the report, the inspector completed observations, reviewed menus, interviewed staff, residents and family members of residents. The inspector found the menu posted in the home at the time of inspection did not include alternative choices for each meal. The Licensee failed to ensure the menu included alternative choices for each meal.

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 #3: CON-8017-Assessments and Plans of Care

RHRA Inspector Findings

A report was made to RHRA which included allegations relating to the care of residents. As part of the inspection, the inspector reviewed resident records, interviewed staff, residents and family members. The inspector found one resident who did not have any assessments or a plan of care completed. The Licensee failed to ensure that the resident was assessed and a plan of care developed based on the assessment.

Outcome

The Licensee must take corrective action to achieve compliance.

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.

Additional Finding#1: CON-7869-Medications**RHRA Inspector Findings**

While conducting this inspection, the inspector made a finding unrelated to the purpose of the inspection. The inspector found the medication room and medication cart to be unlocked at the time of inspection. The Licensee failed to ensure drugs and other substances were locked and secure.

Outcome

The Licensee must take corrective action to achieve compliance.

Additional Finding#2: CON-7870-Staff Training**RHRA Inspector Findings**

While conducting this inspection, the inspector made a finding unrelated to the purpose of the inspection. At the time of inspection, training records were requested for a Personal Support Worker, working at the home, there was no evidence of completion of any required staff training. The Licensee failed to ensure requirements for training were met.

Outcome

The Licensee submitted a plan to achieve compliance by Sun Mar 10 2024. RHRA to confirm compliance by following up with the Licensee or by inspection.

Additional Finding#3: CON-8018-False Information**RHRA Inspector Findings**

During the inspection, the Licensee and staff provided false or misleading information to the inspector multiple times related to staffing, scheduling and resident incidents.

Outcome

The Licensee must take corrective action to achieve compliance.

Additional Finding#4: CON-8019-Behaviour Management**RHRA Inspector Findings**

While conducting this inspection, the inspector made a finding unrelated to the purpose of the inspection. The inspector was informed of a resident who eloped from the home and was found on a street. As part of the inspection, the inspector reviewed resident records, the Licensee's behaviour management strategy and interviewed staff and a family member. The Licensee was unable to provide evidence of implementation of any behaviour management strategies as set forth in their strategy.

Outcome

The Licensee must take corrective action to achieve compliance.

Additional Finding#5: CON-8024-Falls**RHRA Inspector Findings**

While conducting this inspection, the inspector made a finding unrelated to the purpose of the inspection. The inspector was informed of a resident who was experiencing multiple falls in the home. The home was unable to provide evidence of any documentation related to the falls except for one fall. The Licensee failed to ensure occurred falls were documented including the response to the fall and the

corrective actions taken, if any.

Outcome

The Licensee must take corrective action to achieve compliance.

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. 118.; False information

s. 118.; False information

118. No person shall knowingly provide false or misleading information to an inspector, the Registrar or any person employed or retained by the Authority in any statement or document in respect of any matter relating to this Act or the regulations, whether made or given orally, on paper or electronically.

The Licensee failed to comply with the RHA s. 14. (1); Staff training

s. 14. (1); Staff training

14. (1) For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.

The Licensee failed to comply with the RHA s. 19. (1); Maintenance

s. 19. (1); Maintenance

19. (1) Every licensee of a retirement home shall ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.

The Licensee failed to comply with the RHA s. 22. (2); Risk of falls

s. 22. (2); Risk of falls

22. (2) If a resident of a retirement home falls in a common area of the home or while being assisted by the licensee or staff, the licensee shall ensure that,

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

s. 22. (2), (c)

(c) the licensee or a staff member documents the fall, the response to the fall and the corrective actions taken, if any.

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), (a)

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

the home;

s. 23. (1), (b)

(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;

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. 27. (9); Infection prevention and control program

s. 27. (9); Infection prevention and control program

27. (9) The licensee shall ensure that each staff member who works in the retirement home receives training on how to reduce the incidence of infectious disease transmission, including,

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

s. 27. (9), (a)

(a) the need for and method of maintaining proper hand hygiene and method of preventing cross contamination, including proper handling of soiled linens, the protection of uniforms, and the separation of clean and dirty items;

s. 27. (9), (b)

(b) the need for and process of reporting, providing surveillance of and documenting incidents of infectious illness.

The Licensee failed to comply with the RHA s. 30.; Storage of drugs or other substances

s. 30.; Storage of drugs or other substances

30. If drugs or other substances are stored in a retirement home on behalf of a resident, the licensee of the home shall ensure that,

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

s. 30. (a)

(a) the drugs or other substances are stored in an area or a medication cart that,

s. 30. (a), 2.

(ii) is locked and secure,

The Licensee failed to comply with the RHA s. 40.; Provision of a meal

s. 40.; Provision of a meal

40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,

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

s. 40. (e)

(e) the menu includes alternative entrée choices at each meal;

The Licensee failed to comply with the RHA s. 62. (1); Plan of care

s. 62. (1); Plan of care

62. (1) When a resident commences his or her residency in a retirement home, the licensee shall, within the prescribed times, ensure that the resident is assessed and that a plan of care is developed based on the assessment and in accordance with this section and the regulations.

The Licensee failed to comply with the RHA s. 65. (2); Training

s. 65. (2); Training

65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

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

s. 65. (2), (a)

(a) the Residents' Bill of Rights;

s. 65. (2), (b)

(b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;

s. 65. (2), (c)

(c) the protection afforded for whistle-blowing described in section 115;

s. 65. (2), (d)

(d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;

s. 65. (2), (f)

(f) fire prevention and safety;

s. 65. (2), (g)

(g) the licensee's emergency evacuation plan for the home mentioned in subsection 60 (3);

s. 65. (2), (h)

(h) the emergency plan and the infection prevention and control program of the licensee for the home mentioned in subsection 60 (4);

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 <i>Shyla Sittampalam</i> , RN	Date March 5, 2024
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