

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

Inspection Information

Date of Inspection: January 29, 2024

Name of Inspector: Jennifer Sarkis

Inspection Type: Routine Inspection

Licensee: ACC-003179 - Seasons Retirement Communities (Stoney Creek) GP Inc.

Retirement Home: Seasons Stoney Creek

License Number: S0439

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: Abuse and Neglect

RHRA Inspector Findings

During the inspection, the inspector reviewed an incident in which the home self-reported to the RHRA related to neglect of a resident. As part of the inspection in response to the report, the inspector reviewed the Licensee's wound care policies and procedures, staff training records, the resident's care file, internal documents, interviewed staff and the resident's substitute decision maker. The inspector found that an employee, who is no longer employed at the home, was made aware of a wound and failed to ensure that a resident had a prompt skin assessment completed and the physician notified immediately. In addition, a referral was not submitted for external wound care services for several weeks after the home was made aware and the residents substitute decision maker was not made aware by the home. Furthermore, the home provides this resident shower services, in addition to external care services, and failed to assess skin breakdown during care services. The wound became infected and required antibiotics as an intervention. As a result, the Licensee's inactions jeopardized the health and safety of the resident, and the Licensee failed to protect the resident from neglect.

Outcome

The Licensee submitted a plan to achieve compliance by March 14, 2024. RHRA to confirm compliance by following up with the Licensee or by inspection.

Focus Area #2: Medications**RHRA Inspector Findings**

During the inspection, the inspector reviewed an incident in which the home self-reported to the RHRA related to a medication error, which resulted in an adverse affect to a resident. As part of the inspection in response to the report, the inspector reviewed the Licensee's medication policies, staff training records, the resident's care and medication files, internal documents and interviewed staff. The inspector found that the home failed to ensure that a prescribed physician medication order was submitted to the pharmacy to be processed, and as a result, the resident did not have a medication administered for several weeks. The resident's blood sugar levels increased, however, the home took necessary steps following this incident to monitor the resident and investigated the incident internally. The Licensee failed to ensure procedures related to the process and administration of medication, was completed for this resident, as required.

Outcome

The Licensee submitted a plan to achieve compliance by March 14, 2024. 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**

During the inspection, the inspector reviewed an incident in which the home self-reported to the RHRA related to neglect and a medication error. As part of the inspection in response to the report, the inspector reviewed the Licensee's wound care and medication policies and procedures, staff training records, the resident's care file, internal documents, interviewed staff and the resident's substitute decision makers. The inspector found that one resident had a change in status related to a wound, while the other resident had a change in status related to responsive behaviours. The Licensee failed to complete a re-assessment of the residents and made necessary revisions to the residents individual plans of care, where required.

Outcome

The Licensee submitted a plan to achieve compliance by March 14, 2024. 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.

Additional Finding#1: Skin and Wound Care**RHRA Inspector Findings**

During the inspection, the inspector reviewed an incident in which the home self-reported to the RHRA related to neglect of a resident, related to a wound. As part of the inspection in response to the report, the inspector reviewed the Licensee's wound care policies and procedures, staff training records, the resident's care file, internal documents, interviewed staff and the resident's substitute decision maker. The inspector found that the home was made aware of a wound and failed to ensure that a resident's substitute decision maker was made aware immediately, as per the Regulations.

Outcome

The Licensee submitted a plan to achieve compliance by March 14, 2024. RHRA to confirm compliance by following up with the Licensee or by inspection.

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. 29.; Administration of drugs or other substances**s. 29.; Administration of drugs or other substances**

29. 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 administration of a drug or other substance, the licensee shall ensure that,

Specifically, the Licensee failed to comply with the following subsection(s):**s. 29. (b)**

(b) no drug is administered by the licensee or the staff to the resident in the home except in accordance with the directions for use specified by the person who prescribed the drug for the resident;

The Licensee failed to comply with the RHA s. 42. (7); Provision of skin and wound care**s. 42. (7); Provision of skin and wound care**

42. (7) If a resident who does not receive care under the program is exhibiting altered skin integrity and the licensee or staff of the home are aware or ought to be aware of the resident's altered skin integrity, the licensee shall ensure that the resident and the resident's substitute decision-makers, if any, are immediately informed about the risk of harm to the resident and options for obtaining the required treatments and interventions under the supervision of a member of the College of Physicians and Surgeons of Ontario or the College of Nurses of Ontario.

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. 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.

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. 64. (2); Police background checks

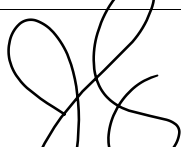
64. (2) The screening measures shall include a police background check as defined in the regulations, unless the person being screened is under 18 years of age.

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 March 18, 2024
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