

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

Inspection Information	
Date of Inspection: February 21, 2024	Name of Inspector: Georges Gauthier
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002798 - Seasons Retirement Communities (Clarington) GP Inc.	
Retirement Home: Seasons Clarington	
License Number: T0395	

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 relation to the concern(s). Any findings of non-compliance identified in relation to these concerns are listed below.

Concern #1: CON-8040-Improper or Incompetent Treatment or Care

RHRA Inspector Findings

A report was made to RHRA regarding the care of a resident. As part of the inspection in response to the report, the inspector reviewed records relating to a resident, and spoke to staff members. The inspector could not confirm issues with the care for the involved resident but did find that the Licensee failed to ensure that the resident's plan of care had been approved as required.

Outcome

The Licensee submitted a plan to achieve compliance by April 19, 2024. RHRA to confirm compliance by following up with the Licensee or by inspection.

Concern #2: CON-8041-Medication Administration

RHRA Inspector Findings

A report was made to RHRA regarding medication administration issues. As part of the inspection in response to the allegation, the inspector interviewed potential witnesses and involved staff, reviewed training documents and resident care files. The inspector found several instances where there was no evidence of training or retraining in medication administration. Further, there were numerous instances of late doses and instances where medications were not administered in accordance with directions for use as specified by the person who prescribed the drug. The Licensee failed to ensure that the listed areas regarding medication administration and the related training and retraining requirements had been fully addressed.

Outcome

The Licensee submitted a plan to achieve compliance by April 19, 2024. RHRA to confirm compliance by following up with the Licensee or by inspection.

Concern #3: CON-8042-Improper or Incompetent Treatment or Care

RHRA Inspector Findings

A report was made to RHRA regarding a resident that had wandered away from the home. As part of the inspection in response to the allegation, the inspector reviewed the Licensee's care policies and procedures, the resident's care file, and interviewed relevant staff and witnesses. The inspector found that the Licensee had failed to ensure that multiple requirements were complied with, including those relating to assessment, care planning, and compliance with a plan of care. Further, by not complying with the resident's plan of care, the resident was able to wander from the home without detection until brought back by police three hours after departure. Furthermore, the Registrar was not immediately notified of the matter that resulted in the risk of harm to the resident. The Licensee failed to ensure compliance with the listed care planning provisions and the requirement to notify the Registrar as required.

Outcome

The Licensee submitted a plan to achieve compliance by April 19, 2024. RHRA to confirm compliance by following up with the Licensee or by inspection.

Concern #4: CON-8200-Falls

RHRA Inspector Findings

A report was made to the RHRA that a resident had a fall in the common area of the home after grabbing the dragging leash of a staff member's dog that was frequently brought into the home. The inspector interviewed staff, reviewed the Licensee's falls strategy, and documentation relating to the fall. The evidence showed the Licensee's falls strategy had not been fully implemented and the documentation did not fully document the circumstances of the fall. Further, the documentation did not show the response to the fall and the corrective actions taken as required. The Licensee failed to ensure the risk of falls requirements had been fully met.

Outcome

The Licensee submitted a plan to achieve compliance by April 19, 2024. 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. 14. (2); Staff training**s. 14. (2); Staff training**

14. (2) For the purposes of subsection 65 (4) of the Act, the licensee shall ensure that the persons who are required to receive training under subsection 65 (2) of the Act receive the training at least annually.

The Licensee failed to comply with the RHA s. 22. (1); Risk of falls**s. 22. (1); Risk of falls**

22. (1) Every licensee of a retirement home shall develop, document and implement strategies to reduce or mitigate the risk of falls in common areas of the home.

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. 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;

s. 29. (c)

(c) neither the licensee nor a staff member administers a drug to a resident in the home unless the licensee or the staff member has received training in the procedures applicable to the administration of the drug;

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. (10); Compliance with plan

s. 62. (10); Compliance with plan

62. (10) The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.

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.

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. 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. 1

1. Improper or incompetent treatment or care of a resident that resulted 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 April 1, 2024
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