

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

Inspection Information	
Date of Inspection: February 16, 2024	Name of Inspector: Matthew John
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002854 - The Regency of Lakefield Inc.	
Retirement Home: Regency Retirement Residence	
License Number: T0347	

#### 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-7988-Medication Administration****RHRA Inspector Findings**

A report was made to the RHRA which included various concerns regarding medication administration and the training of staff members who administer medications in the home. As part of the inspection in response to the concerns, the inspector conducted interviews, reviewed documentation, and reviewed the trainings of all staff who administer medications. The inspector found that one staff member did not complete Unregulated Care Provider (UCP) Medication Administration Training, although they were working in the home and administering medications to residents. The Licensee failed to ensure that staff members who administer medications to residents have completed training in the procedures applicable to the administration of medications.

**Outcome**

The Licensee has demonstrated it has taken corrective action to achieve compliance.

**Concern #2: CON-8535-Staff Training****RHRA Inspector Findings**

A report was made to the RHRA which included various concerns regarding the education and training of staff members working in the home. As part of the inspection in response to the concerns, the inspector conducted interviews, reviewed documentation, and reviewed a sample of staff training records. Of the sample of training records reviewed, the inspector found that a significant proportion of staff were working in the home without completing any of the required trainings prior to beginning their employment. The required trainings include education in the zero tolerance of abuse and neglect of residents policy, among other things. The Licensee failed to ensure that no staff work in the home unless they have completed their trainings as required.

**Outcome**

The Licensee has demonstrated it has taken 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.*

**Not Applicable**

### **Current Inspection – Citations**

*Citations relating to the above Concerns or Additional Findings made during the current inspection are listed below.*

**Not Applicable**

### **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. 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,

##### **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), (e)**

(e) injury prevention.

##### **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).

##### **s. 65. (2), (i)**

(i) all Acts, regulations, policies of the Authority and similar documents, including policies of the licensee, that are relevant to the person's duties.

#### **Ontario Regulation 166/11:**

##### **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.

**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,

**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.

**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>Matthew John</i> , RN	Date  April 15, 2024
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