

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

Inspection Information	
Date of Inspection: March 01, 2024	Name of Inspector: Matthew John
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002761 - Lifetimes Limited Partnership	
Retirement Home: Peterborough Retirement Residence	
License Number: T0393	

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-8657-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 with dementia and a well-documented history of wandering and exit-seeking behaviours was living in the home at a significant risk of harming or injuring themselves. The resident had previous unsuccessful attempts at exiting the secured unit of the home and exhibited behaviours suggesting they might continue to make attempts. On the occasion the resident did exit the home, they sustained serious injuries necessitating transfer to hospital. The resident passed away in hospital. The Licensee failed to implement appropriate monitoring and safeguards to protect the resident from harm or injury related to their dementia and responsive behaviours. The Licensee demonstrated a pattern of inaction that jeopardized the health and safety of the resident. The Licensee failed to protect the resident from neglect and the Licensee failed to ensure their Zero Tolerance of Abuse and Neglect policy was complied with.

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-8658-Resident Record, Assessment, Plan of Care**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 documentation and records within the home relating to this resident. The inspector found that the resident's plan of care included information relating to their dementia, responsive behaviours of wandering and exit-seeking, and the frequency of monitoring the resident was expected to receive. Although this monitoring was a service included in the resident's plan of care, they did not receive it as described. The Licensee failed to ensure that care services set out in the plan of care were provided to the resident in accordance with the plan. In addition, the inspector found that the resident experienced a change in care needs and a reduction in services provided by external care providers but was not reassessed and their plan of care was not revised. The Licensee failed to ensure the resident was reassessed and the plan of care reviewed and revised 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.

Concern #3: CON-8659-Behaviour Management

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 documentation and records within the home relating to this resident. The inspector found sufficient documentation and development of behaviour management strategies for some of the responsive behaviours the resident exhibited as a result of their dementia. However, the inspector did not find evidence of behaviour management strategies for some of the resident's other responsive behaviours, including physical aggression and verbal aggression. Although these behaviours posed a safety risk to either the resident themselves or the staff in the home, the Licensee failed to develop or implement behaviour management strategies needed for preventing, intervening, and monitoring these behaviours. The Licensee failed to ensure their Behaviour Management Strategy was adhered to 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.

Concern #4: CON-8660-Staff Training**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 documentation and a sample of staff training records within the home. Of the sample of training records reviewed, the inspector found that one staff member working in the home and providing direct care to residents on the secured unit did not complete any of the required trainings prior to beginning their employment. The required trainings include education on the behaviour management strategy and education on the zero tolerance of abuse and neglect 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.

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. 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. (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.

The Licensee failed to comply with the RHA s. 67. (4); Policy to promote zero tolerance

s. 67. (4); Policy to promote zero tolerance

67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.

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.

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	April 29, 2024