

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

Inspection Information	
Date of Inspection: August 20, 2024	Name of Inspector: Jennifer Sarkis
Inspection Type: Responsive Inspection – Complaint	
Licensee: ACC-003175 - 2868928 ONTARIO INC.	
Retirement Home: Trillium Norwich	
License Number: S0539	

About Responsive Inspections
<p>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 <i>Retirement Homes Act, 2010</i> or its regulations (the “<i>RHA</i>”). An inspection being conducted does not imply that an allegation is substantiated or that a contravention of the <i>RHA</i> 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.</p> <p>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 <i>RHA</i>. 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 <i>RHA</i>.</p> <p>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 <i>RHA</i>. 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.</p> <p>In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.</p> <p>If there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take further action.</p>

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-1993-Records**RHRA Inspector Findings**

A complaint was made to RHRA regarding the improper care of a resident, maintenance within the home, and risk of falls in the home. As part of the inspection in response to the complaint, the inspector reviewed the Licensee's policies and procedures, the resident's assessment and plan of care, interviewed relevant staff, and toured the home. During the inspection, the Licensee failed to provide the residents medical and business file to the inspector and was unable to provide evidence to confirm the residents date of move in. Additionally, the Licensee failed to have a written agreement upon move in with this resident, as required. The Licensee failed to ensure the home maintained detailed documents related to the residents' medical and business records, as required.

Outcome

The Licensee submitted a plan to achieve compliance by October 07, 2024. RHRA to confirm compliance by following up with the Licensee or by inspection.

Concern #2: CON-8734-Assessment & Plan of Care**RHRA Inspector Findings**

A complaint was made to RHRA regarding the improper care of a resident, maintenance within the home, and risk of falls in the home. As part of the inspection in response to the complaint, the inspector reviewed the Licensee's policies and procedures, the resident's assessment and plan of care, interviewed relevant staff, and toured the home. During the inspection, the Licensee failed to provide the residents admission assessment and plan of care. Additionally, the Licensee failed to have the residents plan of care approved by the resident or the residents' substitute decision maker. The Licensee failed to ensure the resident received a full assessment and had a plan of care during the required timeframes of when a resident moves into a home and have plans of care approved 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-8738-Falls**RHRA Inspector Findings**

A complaint was made to RHRA regarding the improper care of a resident, maintenance within the home, and risk of falls in the home. As part of the inspection in response to the complaint, the inspector reviewed the Licensee's policies and procedures, the resident's assessment and plan of care, interviewed relevant staff, and toured the home. The Licensee failed to provide the inspector with evidence of their annual falls evaluation, 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.

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. 22. (4); Risk of falls**s. 22. (4); Risk of falls**

22. (4) Every licensee of a retirement home shall keep a written record of all falls for which the licensee is required to ensure documentation under subsection (2) or (3) and that occur in each year, evaluate the risk of falls in the home at least annually and keep a written record of each evaluation.

The Licensee failed to comply with the RHA s. 44. (1); Full assessment of care needs**s. 44. (1); Full assessment of care needs**

44. (1) Subject to section 46, no later than 14 days after a resident commences residency in a retirement home, the licensee shall ensure that a full assessment of the resident's care needs and preferences is conducted.

The Licensee failed to comply with the RHA s. 47. (2); Development of plan of care**s. 47. (2); Development of plan of care**

47. (2) No later than 21 days after a resident commences residency in a retirement home, the licensee of the home shall develop a complete plan of care for the resident based on the full assessment of the resident's care needs and preferences conducted under section 44 that takes into account all of the matters that must be considered in a full assessment.

The Licensee failed to comply with the RHA s. 53. (1); Agreement required**s. 53. (1); Agreement required**

53. (1) The licensee of a retirement home shall enter into a written agreement with every resident of the home before the resident commences residency in the home.

The Licensee failed to comply with the RHA s. 56. (3); Format and retention of records**s. 56. (3); Format and retention of records**

56. (3) The licensee shall ensure that each of the records is kept in a readable and useable format that allows a complete copy of the record to be readily produced.

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.

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.

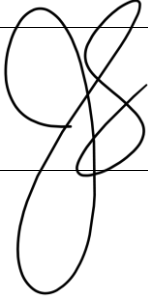
Not Applicable

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 October 3, 2024
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