

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: 2025-01-22	Name of Inspector: Tej Kathirvel, RPN
Inspection Type: Responsive Inspection – Complaint	
Licensee: ACC-002470 - Chartwell Master Care Corporation	
Retirement Home: Chartwell Wynfield Retirement Residence	
License Number: T0081	

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 imply 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-3732-Improper or Incompetent Treatment or Care

RHRA Inspector Findings

A report was made to the RHRA which included multiple allegations relating to the improper treatment and care of a resident. During the inspection, the inspector reviewed records, interviewed staff, and consulted the resident's substitute decision maker. The inspection revealed that the licensee failed to comply with multiple regulatory requirements. It was found that the resident did not receive the care outlined in their plan of care, which included missed overnight checks and failure to follow the prescribed toileting routine. Additionally, the resident did not receive consistent or thorough bed baths to meet their hygiene needs. The plan of care was also incomplete, lacking crucial details related to the home's continence care program, such as strategies to promote continence and enhance the resident's independence, comfort, and dignity. Furthermore, the plan did not include the home's responsibility for fingernail care or the directive for staff to intervene if community staff failed to complete oral care, resulting in both tasks being inconsistently performed.

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-3737-Behaviour Management

RHRA Inspector Findings

A report was made to the RHRA regarding concerns about the management of a resident's aggressive behavior. During the inspection, the inspector reviewed records, interviewed staff, and consulted the resident's substitute decision maker. The inspection revealed that the licensee failed to follow its behavior management policy, which allowed the resident's aggression to persist, negatively impacting the care they received. The inspector found that there were no incident reports or behavior monitoring in place, and the resident's plan of care had not been updated to address these ongoing issues. As a result, the resident's aggressive behaviors remained unaddressed. The home failed to follow their behaviour management strategy 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-3746-Resident Record, Assessment, Plan of Care

RHRA Inspector Findings

A report was made to the RHRA regarding a concern that plan of care reassessments were not being completed every six months as required. The inspection revealed that while reassessments were done within the prescribed timeframe, the home failed to ensure that interdisciplinary care conferences were held as required. The home was unable to provide evidence of completed interdisciplinary care conferences, and the resident's substitute decision maker confirmed never participating in one.

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. 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. 35.; Assistance with bathing**s. 35.; Assistance with bathing**

35. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with bathing, the licensee shall ensure that,

Specifically, the Licensee failed to comply with the following subsection(s):**s. 35. (b)**

(b) the resident is bathed in a manner that respects the resident's privacy and preferences, except to the extent that these are contraindicated by a medical condition;

s. 35. (c)

(c) the resident is bathed as frequently as is consistent with the resident's plan of care.

The Licensee failed to comply with the RHA s. 36. (1); Continence care

s. 36. (1); Continence care

36. (1) If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is continence care, the licensee shall establish a continence care program that includes,

Specifically, the Licensee failed to comply with the following subsection(s):

s. 36. (1), (a)

(a) measures to promote continence;

s. 36. (1), (b)

(b) measures to prevent constipation, including nutrition and hydration protocols;

s. 36. (1), (c)

(c) toileting programs;

s. 36. (1), (d)

(d) strategies to maximize the resident's independence, comfort and dignity, including the use of equipment, supplies, devices and assistive aids.

The Licensee failed to comply with the RHA s. 38.; Assistance with personal hygiene

s. 38.; Assistance with personal hygiene

38. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with personal hygiene, the licensee shall ensure that,

Specifically, the Licensee failed to comply with the following subsection(s):

s. 38. (b)

(b) the resident receives oral care to maintain the integrity of oral tissue that includes, to the extent required,

s. 38. (b), 1.

(i) mouth care in the morning and evening, including the cleaning of dentures,

s. 38. (b)

(b) the resident receives oral care to maintain the integrity of oral tissue that includes, to the extent required,

s. 38. (b), 2.

(ii) cuing the resident to brush his or her own teeth or physically assisting the resident to do so if the resident cannot, for any reason, do so;

s. 38. (e)

(e) the resident receives fingernail care, as required, including the cutting of fingernails.

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. 47. (6); Development of plan of care

s. 47. (6); Development of plan of care

47. (6) The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other person designated by the resident or the substitute decision-maker are given an opportunity to participate in the interdisciplinary care conference mentioned in subsection (5).

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.

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
<i>Tej Kathirvel, RPN</i>	February 24, 2025