

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

Inspection Information	
<b>Date of Inspection:</b> April 29, 2025	<b>Name of Inspector:</b> Douglas Crust
<b>Inspection Type:</b> Responsive Inspection – Mandatory Report	
<b>Licensee:</b> ACC-002624 - WC Operating (Ontario-2) LP	
<b>Retirement Home:</b> Bough Beeches Place	
<b>License Number:</b> T0263	

#### 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-4908-Improper or Incompetent Treatment or Care****RHRA Inspector Findings**

A report was made to RHRA regarding the alleged improper or incompetent treatment or care of a resident. As part of the inspection in response to the allegation, the inspector reviewed the Licensee's care policies and procedures, staff training records, the resident's care file, and interviewed relevant staff. The inspector found that the Licensee's records documenting the care provided failed to demonstrate that care was provided to a resident as set out in the resident's plan of care. In addition, the inspector observed the resident being fed by staff and observed that staff did not provide the resident with sufficient time to eat at his own pace.

**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-4910-Resident Record, assessment, Plan of Care****RHRA Inspector Findings**

A report was made to RHRA regarding alleged improper or incompetent treatment or care of a resident. As part of the inspection in response to the allegation, the inspector interviewed staff, reviewed policies and procedures, and reviewed the resident's care file. The evidence demonstrated that the Home did not complete an interdisciplinary care conference prior to the development of the resident's plan, even though the resident had care needs related to dementia. There was no evidence that the resident's substitute decision maker was given the opportunity to participate in the development of the most recent plan of care for the resident. The resident's plan of care included dementia care, however the plan itself did not include particular details about communication techniques with the resident which were related to the provision of the care services. Finally, the plan of care was not revised at least every six months and it was not revised when the resident's care needs, related to provision of a meal, changed. The Licensee failed to ensure that the requirement related to the reassessment of the resident and revision of the plan of care were followed, as prescribed.

**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. 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. 62. (4); Contents of plan**

#### **s. 62. (4); Contents of plan**

62. (4) The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,

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

##### **s. 62. (4), (b)**

(b) the planned care services for the resident that the licensee will provide, including,

##### **s. 62. (4), (b), 3.**

(iii) clear directions to the licensee's staff who provide direct care to the resident;

### **The Licensee failed to comply with the RHA s. 62. (5); Involvement of resident, etc.**

#### **s. 62. (5); Involvement of resident, etc.**

62. (5) The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate in the development, implementation and reviews of the resident's plan of care.

### **The Licensee failed to comply with the O. Reg. 166/11 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 O. Reg. 166/11 s. 41. (4); Dementia care program**

**s. 41. (4); Dementia care program**

41. (4) The program shall be supervised by a member of a College, as defined in the Regulated Health Professions Act, 1991, with specific training in dementia care and care of older adults.

**The Licensee failed to comply with the O. Reg. 166/11 s. 40.; Provision of a meal**

**s. 40.; Provision of a meal**

40. 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 provision of a meal, the licensee shall ensure that,

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

**s. 40. (h)**

(h) the resident is given sufficient time to eat at his or her own pace;

**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.*

**Ontario Regulation 166/11:**

**s. 24. (4); Emergency plan, general**


24. (4) The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency.

**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 June 2, 2025
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