

FINAL INSPECTION REPORT
Under the Retirement Homes Act, 2010

Inspection Information	
Date of Inspection: 11/29/2023	Name of Inspector: Pam Hand
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002470 - Chartwell Master Care Corporation	
Retirement Home: Chartwell Tranquility Place Retirement Residence	
License Number: S0057	

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 “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.</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)
<p><i>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.</i></p>
Concern #1: CON-7327-Abuse and Neglect
<p>RHRA Inspector Findings</p> <p>A report was made to the RHRA alleging potential emotional abuse of a resident that had Covid-19; due to the home not following the CMOH guidelines surrounding isolation periods. As a result, the RHRA contacted the general manager (GM) of the home outlining the concern regarding isolation protocols for Covid-19 positive residents. The GM responded that the home was not in outbreak and the email had been sent in error. Due to this response from the GM an inspection was conducted.</p> <p>As part of the inspection in response to the report, the inspector reviewed records and conducted interviews and determined that the Licensee neglected to ensure that multiple CMOH guidelines were followed surrounding the Covid-19 positive resident. The resident was placed in isolation for 10 days without any contact from staff, the resident’s symptoms were not checked daily, they were not assessed to see if Covid-19 medications would have been appropriate, they were not provided with activities, social stimulation, or supervised walks, and food was dropped off in the hallway outside of the resident’s room only once a day. This pattern of inaction lead to the Licensee failing to provide the resident with the care and assistance required for the resident’s health and safety.</p> <p>In addition, there is no indication that the GM made any further inquiries following the email from the RHRA, about any residents who were in isolation and whether staff were following proper protocols. The Licensee failed to complete an immediate investigation into an allegation of abuse regarding residents who were in isolation.</p>

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. 27. (5); Infection prevention and control program**s. 27. (5); Infection prevention and control program**

27. (5) The licensee of a retirement home shall ensure that,

Specifically, the Licensee failed to comply with the following subsection(s):**s. 27. (5), (0.a)**

(0.a) any guidance, advice or recommendations given to retirement homes by the Chief Medical Officer of Health are followed in the retirement home;

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. 74.; Licensee's duty to respond to incidents of wrongdoing**s. 74.; Licensee's duty to respond to incidents of wrongdoing**

74. Every licensee of a retirement home shall ensure that,

Specifically, the Licensee failed to comply with the following subsection(s):**s. 74. (a)**

(a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated:

s. 74. (a), 1.

(i) abuse of a resident of the home by anyone,

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

Pam Hand

Date

December 22, 2023