

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

Inspection Information	
<b>Date of Inspection:</b> March 4, 2016	<b>Name of Inspector:</b> Michael Hickey
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Chartwell Master Care Corporation / 100 Milverton Drive, Mississauga, ON L5R 4H1 (the "Licensee")	
<b>Retirement Home:</b> Chartwell Queen's Square Retirement Residence / 10 Melville Street, Cambridge, ON N1S 1H5 (the "home")	
<b>Licence Number:</b> T0101	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (2)</b> Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee reported to the Retirement Homes Regulatory Authority an incident involving improper care of a resident of the home by staff of the home. A palliative-care resident's pain management medications were improperly administered and found not to have been administered in compliance with the resident's medication orders. The resident experienced pain and discomfort attributed to the medication error resulting in harm to the resident. As a result, the Licensee's inaction to properly administer medications as prescribed failed to provide the resident with the care and assistance required for his health, safety or well-being as required.</p>
<p><b>Outcome</b></p> <p>Corrective action taken by the Licensee.</p>

**NOTICE**

The Final Inspection Report is being provided to the Licensee, the Registrar of the Retirement Homes Regulatory Authority (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 Public Register, available online at <http://rhra.ca/en/register/>

Signature of Inspector 	Date April 25, 2016
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