

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

Inspection Information	
<b>Date of Inspection: 3/5/2024</b>	<b>Name of Inspector: Michele Davidson</b>
<b>Inspection Type: Responsive Inspection – Mandatory Report</b>	
<b>Licensee: ACC-002470 - Chartwell Master Care Corporation</b>	
<b>Retirement Home: Chartwell Valley Vista Retirement Residence</b>	
<b>License Number: T0109</b>	

### 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 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.

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 relating to the concern(s). Any findings of non-compliance identified in relation to these concerns are listed below.*

**Concern #1: CON-8235-Neglect****RHRA Inspector Findings**

The RHRA received an allegation of resident abuse. An inspection was conducted and concluded that the allegation was substantiated. As a result, the following areas were found to be non-compliant.

A review of the resident's chart indicated that plans of care had not been approved as required by the Act. The Licensee did not provide evidence that the resident's plan of care had been approved by the resident or the substitute decision maker. Act 62(9)

The Licensee's staff failed to implement their falls policy. Specifically, staff did not contact registered staff following an unwitnessed fall and did not make the resident comfortable post fall. Reg. 22(1)

The inspector found that the Licensee had knowledge of the incident and that the resident was harmed. However, the Licensee failed to investigate the incident which was an allegation of resident abuse or neglect. In addition, the Licensee failed to take appropriate action relevant to the incident and their requirements for investigating were not implemented. Act 74(a)(i)(ii), (b), (c)

The inspection also revealed that more than twenty-four hours later, the Licensee had not reported the incident to the RHRA as required by the Act. Act 75(1)1.,2.,3.

The inspection concluded the allegation of neglect was substantiated. Specifically, staff were alerted to a resident fall. Staff who attended found the resident in need of assistance and experiencing difficulty breathing. Staff called emergency services but failed to provide the resident with assistance detailed in the Licensee's falls policy. Inaction by multiple staff resulted in physical and emotional harm to the resident and is a failure to protect the resident from neglect. Act 67(2)

**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. (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.

### **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), 2.**

(ii) neglect of a resident of the home by the licensee or the staff of the home,

#### **s. 74. (b)**

(b) appropriate action as determined in the context of this Part and in the circumstances is taken in response to every incident described in clause (a);

#### **s. 74. (c)**

(c) the prescribed requirements, if any, for investigating and responding as required under clauses (a) and (b) are complied with.

### **The Licensee failed to comply with the RHA s. 75. (1); Reporting certain matters to Registrar**

#### **s. 75. (1); Reporting certain matters to Registrar**

75. (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:

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

#### **s. 75. (1), para. 1**

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.

**s. 75. (1), para. 2**

2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.

**s. 75. (1), para. 3**

3. Unlawful conduct that resulted in harm or a risk of harm to a resident.

**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 <i>M. Davidson</i>	Date April 3, 2024
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