

Annual Resident Quality Inspection (RQI)

During the week of May 20 through June 5th, 2014 five to six compliance inspectors came in to do their Annual Resident Quality Inspection (RQI). Two of the compliance inspectors along with the Hamilton Service Area Office Manager returned on June 17, 2014 with the final exit report. The annual RQI is a requirement of the LTC homes act that the MOHLTC started to work on to meet their commitment of an Annual RQI for every home in Ontario every year. This is the second for the Villa, and many homes have not had one yet.

The inspectors were quite positive about the overall outcomes as they have seen progress and improvement. Some of the compliance orders have been repeated. These items continue to be investigated and addressed thoroughly. The Compliance Inspectors were impressed with the work that has been completed to date. In Dietary specifically they noted the positive efforts that the Food Services Manager and his team have completed to revamp the entire department and work procedure and processes as a result of the last RQI in 2013. The severity and risk to Residents is the number one concern when inspectors are identifying issues such as bed rails, and they are satisfied with the Villa's responses and action plans to the orders.

All final reports are posted publicly in the three entrances of the Villa in "posting binders". Copies are provided to Residents' Council and Family Council.