



**Ministry of Health and
Long-Term Care**

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Ministère de la Santé et des
Soins de longue durée**

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

**Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
performance et de la conformité**

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Oct 9, 2013	2013_171155_0041	L-000625-13	Complaint

Licensee/Titulaire de permis

**PROVINCIAL NURSING HOME LIMITED PARTNERSHIP
1090 MORAND STREET, WINDSOR, ON, N9G-1J6**

Long-Term Care Home/Foyer de soins de longue durée

**ERRINRUNG NURSING HOME, DIVISION OF PROVINCIAL NURSING HOME
LIMITED PARTNERSHIP
67 Bruce Street, P.O. Box 7069, THORNBURY, ON, N0H-2P0**

Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs

SHARON PERRY (155)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): October 3, 2013.

During the course of the inspection, the inspector(s) spoke with the General Manager, Director of Care, Nutrition Manager, Registered Nurse, Cook, 4 Personal Support Workers, Resident Council Representative, and 5 Residents.

During the course of the inspection, the inspector(s) observed lunch meal in the dining room, observed staff's interactions with residents, reviewed Food Committee Meeting minutes and Resident Council Meeting minutes for May to September 2013; and reviewed resident clinical records.

The following Inspection Protocols were used during this inspection:
Dignity, Choice and Privacy

Food Quality

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (A requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 72. Food production

Specifically failed to comply with the following:

s. 72. (2) The food production system must, at a minimum, provide for, (d) preparation of all menu items according to the planned menu; O. Reg. 79/10, s. 72 (2).

Findings/Faits saillants :

1. All menu items were not prepared according to the planned menu. On October 3, 2013 at lunch the planned menu included baked chocolate chip cookie. The baked chocolate chip cookie was not prepared for those residents receiving a puree texture diet. An identified resident requested the baked chocolate chip cookie but was offered butterscotch pudding or mixed fruit; another resident was offered vanilla pudding or mixed fruit; and another resident had no choice and was given mixed fruit. This was confirmed by Personal Support Workers.

The Nutrition Manager confirmed that the pureed baked chocolate chip cookie was not prepared according to the planned menu. [s. 72. (2) (d)]



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Additional Required Actions:

VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that the food production system must, at a minimum, provide for, preparation of all menu items according to the planned menu, to be implemented voluntarily.

Issued on this 9th day of October, 2013

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

SHARON PERRY