



**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
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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
Sep 26, 2013	2013_190159_0024	H-000322- 13	Complaint

Licensee/Titulaire de permis

**UNGER NURSING HOMES LIMITED
312 Queenston Street, St. Catharines, ON, L2P-2X4**

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

**HAMPTON TERRACE CARE CENTRE
75 PLAINS ROAD WEST, BURLINGTON, ON, L7T-1E8**

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

ASHA SEHGAL (159)

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): September 17, 19, 20, 2013

During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Food Service Manager, registered staff, personal support worker staff, dietary staff and residents.

During the course of the inspection, the inspector(s) observed food production, meal service, reviewed menus, food production report, recipes, policies and procedures specific to food production, and Residents' Food Committee meeting minutes.

The following Inspection Protocols were used during this inspection:
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



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.)

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.

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

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, (c) standardized recipes and production sheets for all menus; O. Reg. 79/10, s. 72 (2).

s. 72. (3) The licensee shall ensure that all food and fluids in the food production system are prepared, stored, and served using methods to, (a) preserve taste, nutritive value, appearance and food quality; and O. Reg. 79/10, s. 72 (3).

Findings/Faits saillants :



1. The home did not ensure that the food production system provided for standardized recipes for all menu [O.Reg.79/10, s. 72(2) (c)]

Not all recipes were consistent with the quantities of the menu items specified on the production sheet report. The recipes available for staff were not scaled and adjusted for the number of servings required for the planned menu. The Food Service Supervisor confirmed the recipe for egg salad did not indicate quantities and measurements of the ingredients that staff understood. [s 72.(2)(c)]

2. Not all foods and fluids were prepared, stored and served using methods that preserved taste, nutritive values, appearance and food quality [O.Reg.79/10,s.72(3)(a)]

A) On September 17, 2013 the food items served to resident at noon meal did not preserve the quality. The consistency of the egg salad sandwich filling was too runny. The dietary staff involved in food preparation confirmed that "thickener" was added to the egg salad filling to thicken the product, which resulted in reduced nutrient content, variation in flavour, texture and appearance.

B) On September 17, 2013, observation of the lunch meal preparation and the interview with the cook confirmed that the egg salad sandwich filling recipe was not followed. The ingredients and the quantities specified in the recipe were not used. The recipe for the egg salad sandwich filling indicated 89.6 boiled eggs for 50 servings of sandwiches, however, the cook confirmed only 60 eggs were used, which resulted in residents not provided adequate protein serving for the lunch meal.

C) The staff did not follow the carrot salad recipe; the Food Service Supervisor confirmed that frozen diced carrots were substituted for fresh grated carrots, which were not of the same quality and taste as the fresh product. A number of residents did not eat the carrot salad served for the lunch.

D) Observations and interview with the Food Service supervisor confirmed that some foods were prepared too far in advance of actual serving day and time. For example, on September 17, 2013, beverages and nourishment were observed being prepared for the next day, which decreases the quality by changing the food characteristics including appearance, texture and flavour of the food. [s. 72. (3) (a)]



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 with ensuring that there are standardized recipes and production sheets for all menus, menu items are prepared according to the planned menu and all food and fluids in the food production system are prepared, stored and served using methods to preserve nutritive value, appearance, and food quality, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 71. Menu planning

Specifically failed to comply with the following:

s. 71. (2) The licensee shall ensure that each menu, (b) provides for a variety of foods, including fresh seasonal foods, each day from all food groups in keeping with Canada's Food Guide as it exists from time to time. O. Reg. 79/10, s. 71 (2).

Findings/Faits saillants :

1. The home's menu cycle did not provide for a variety of foods, including fresh seasonal foods, each day from all food groups in keeping with Canada's Guide as it exists from time to time. [O.Reg.79/10,s .71(2)(b)]

A review of home's three week cycle menu indicated menu served to residents lacked a variety of foods including fresh seasonal foods, each day from all food groups. The planned cycle menu did not provide residents an adequate variety of seasonal fresh vegetable and fruits, the menu served to residents most meals included canned or frozen fruits and vegetables.[s.71.(2)(b)]



Ontario

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Issued on this 21st day of October, 2013

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

Ashle Seligso