

**Ministry of Health and Long-Term Care**Health System Accountability and Performance Division
Performance Improvement and Compliance Branch**Ministère de la Santé et des Soins de longue durée**Division de la responsabilisation et de la performance du système de santé
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Inspection Report under the LTC Homes Act, 2007 ☒ Public Copy ☐ Licensee Copy		Rapport d'inspection prévue de la Loi de 2007 les foyers de soins de longue durée ☐ Copie du Titulaire ☒ Copie de la Publique	
Date(s) of inspection/Date de l'inspection August 11,12, 2010		Inspection No/ d'inspection 2010_171_2776_13Aug155 557	Type of Inspection/Genre d'inspection Other – H01135
Licensee/Titulaire Heritage Green Nursing Home, 353 Isaac Brock Drive, Stoney Creek, ON L8J 2J3			
Long-Term Care Home/Foyer de soins de longue durée Heritage Green Nursing Home, 353 Isaac Brock Drive, Stoney Creek, ON L8J 2J3			
Name of Inspector(s)/Nom de l'inspecteur(s) Elisa Wilson – LTC Homes Inspector, Dietary (#171)			
Inspection Summary/Sommaire d'inspection			
The purpose of this inspection is to follow-up on observations made during a complaint inspection that occurred on August 11 and 12, 2010. The inspection was conducted by the inspector listed above. During the course of the inspection, the inspector spoke with: The administrator, foodservice management staff, registered dietitian, registered staff on three home areas, personal support workers and residents. Activities of the inspector included observations of the lunch meal service in the main dining room and a tour of the kitchen area. The following Inspection Protocols were used during this inspection: Nutrition and Hydration 2 Findings of Non-Compliance were found during this inspection. The following action was taken: 2 WN 1 VPC			

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

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 suivant constituer un avis d'écrit de l'exigences prévue le paragraphe 1 de section 152 de la Loi de 2007 sur les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 sur les foyers de soins de longue durée* à trouvé. (Une exigence dans la loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Plan of correction/Plan de redressement
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

WN#1: The Licensee has failed to comply with: O.Reg. 79/10, s.73(1)9

Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements: Providing residents with any eating aids, assistive devices, personal assistance and encouragement required to safely eat and drink as comfortably and independently as possible.

Findings:

1. Resident #1 was not positioned in a comfortable position at the lunch meal service in August, 2010. No assistance was provided to encourage the resident to change positioning in order to reach the table comfortably.

WN#2: The Licensee has failed to comply with: O.Reg. 79/10, s. 88(2)

The licensee shall ensure that immediate action is taken to deal with pests.

Findings:

1. There were a large number of house flies noted behind the steam table in the first floor dining room during lunch and supper service on August 11, 2010 and throughout the kitchen on August 12, 2010. The garbage is stored outside the building near the receiving door. The door is propped open while goods are being received allowing pests to gain access. The Home did not take immediate action to address this issue on August 11, 2010.

VPC – pursuant to LTCHA, 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 immediate action is taken to deal with pests, to be implemented voluntarily.

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

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 suivant constituer un avis d'écrit de l'exigences prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

Signature of Licensee of Designated Representative Signature du Titulaire du représentant désigné		Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé. 
Title:	Date:	Date of Report (if different from date(s) of inspection). Oct. 12/10