



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

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

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

**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
Nov 29, 2013	2013_206115_0059	L-000834-13	Complaint

Licensee/Titulaire de permis

S & R NURSING HOMES LTD.

265 NORTH FRONT STREET, SUITE 200, SARNIA, ON, N7T-7X1

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

HERON TERRACE LONG TERM CARE COMMUNITY

11550 McNorton Street, WINDSOR, ON, N8P-1T9

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

TERRI DALY (115)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): November 20, 2013

During the course of the inspection, the inspector(s) spoke with the Administrator, the Manager of Resident Services, the Food Services Manager, the Environmental Manager, two Dietary Aides, one Registered Practical Nurse, three Personal Care Workers and the staff scheduling clerk.

During the course of the inspection, the inspector(s) reviewed the home's pest control program, staffing schedules, server cleaning protocols/checklists, and toured home areas including dining rooms and serveries.

The following Inspection Protocols were used during this inspection:



Accommodation Services - Housekeeping
Sufficient Staffing

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 LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services



Specifically failed to comply with the following:

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
(a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8,
s. 15 (2).
(b) each resident's linen and personal clothing is collected, sorted, cleaned and
delivered; and 2007, c. 8, s. 15 (2).
(c) the home, furnishings and equipment are maintained in a safe condition and
in a good state of repair. 2007, c. 8, s. 15 (2).
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Findings/Faits saillants :

1. The licensee has not ensured that the homes servery equipment has been kept clean and sanitary.

During the inspection the following concerns were identified on the 2nd floor servery:

- water pooling under the dishwasher
- plastic cup on floor behind dishwasher
- caked on food debris around seams of dishwasher
- build-up of dirt and food debris under rubber mats
- food splatter on servery counter rolling door
- china dishes, plastic dessert bowls and plastic lip plates had notable staining and significant wear
- several serving trays found with a white tape like residue along edges
- food debris on floor
- plastic cup on floor by rodent trap
- dead flies under ceiling light panel
- ceiling duct/fan edges were dusty and had significant build up around the base

The following concerns were identified in the Shallows Lane servery:

- food splatter noted on servery counter rolling door
- build up of debris along floor edging
- build up of food debris and white residue along dishwasher edges

The following concerns were identified in the Hillman Marsh servery:

- laminate on drawers and counter top peeling and/or missing
- dried food splatter on cupboard doors
- dishes with notable stains and wear

Two staff observed the identified concerns, both indicate that the home's expectation is for all serveries, equipment and home areas, to be clean and sanitary. [s. 15. (2) (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 to ensure that the home's serveries and equipment is kept clean and sanitary, to be implemented voluntarily.



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Issued on this 29th day of November, 2013

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

TERRI DALY