



**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
prévus le Loi de 2007 les
foyers de soins de longue**

Health System Accountability and Performance
Division
Performance Improvement and Compliance Branch
Division de la responsabilisation et de la
performance du système de santé
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Sep 3, 4, 5, 7, 10, 11, 13, 2012	2012_071159_0018	Complaint

Licensee/Titulaire de permis

2063415 ONTARIO LIMITED AS GENERAL PARTNER OF 2063415 INVESTMENT LP
302 Town Centre Blvd., Suite #200, MARKHAM, ON, L3R-0E8

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

LEISUREWORLD CAREGIVING CENTRE - BRAMPTON MEADOWS
215 Sunny Meadow Blvd., BRAMPTON, ON, L6R-3B5

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

ASHA SEHGAL (159)

Inspection Summary/Résumé de l'inspection

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

During the course of the inspection, the inspector(s) spoke with Acting Director of Care, Food Service Manager, Registered Nurses, Personal Support Workers, Dietary Staff and Residents.

Log # 001324-12

During the course of the inspection, the inspector(s) observed food production, meal service, dining program, reviewed menus, recipes and medical records.

The following Inspection Protocols were used during this inspection:

Dining Observation

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 subsections:

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

(b) prevent adulteration, contamination and food borne illness. O. Reg. 79/10, s. 72 (3).

Findings/Faits saillants :

1. The licensee did not 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 O.Reg.79/10, s. 72 (3)(a)

Standardized recipes at lunch on September 4, 2012 were not followed.

On September 4, 2012, during the noon meal preparation the inspector observed recipes for pureed and minced menu items were not followed. The recipe specified 2.04 litres of broccoli florets for 17 portions of pureed broccoli and 2.01 kg for 18 servings of minced broccoli. The recipe also specified whipped mashed potatoes to be added for smooth consistency. However, cook interviewed confirmed that the specified amounts of broccoli for minced and pureed were not measured or weighed and whipped mashed potatoes were not added. Lack of adhering to recipe procedures identified not only compromises taste, quality but also reduces nutritive value.

The recipe was not followed for pureed strawberries served on September 4, 2012 for lunch meal. The amount of strawberries specified in the recipe for 17 portions was not measured and thickener added to the pureed strawberries was not listed on the recipe. Staff interviewed validated and confirmed that the recipe was not followed, resulting in reduced nutritive value, compromising taste, appearance and food quality.

The supervisory staff interviewed identified deficiencies in the recipes and concerns about the accuracy of some of the recipes resulting in varied quality of products being prepared.

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 all food and fluids in the food production system are prepared, and served using methods to preserve taste, nutritive value, appearance and food quality., to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 73. Dining and snack service

Specifically failed to comply with the following subsections:

s. 73. (2) The licensee shall ensure that,

(a) no person simultaneously assists more than two residents who need total assistance with eating or drinking; and

(b) no resident who requires assistance with eating or drinking is served a meal until someone is available to provide the assistance required by the resident. O. Reg. 79/10, s. 73 (2).

Findings/Faits saillants :

1. The licensee did not ensure that residents who require assistance with eating or drinking is served a meal until someone is available to provide the assistance required by the resident [O. Reg.79/10, s. 73(2)(b)]

On a specified date September 2012, during the noon meal service in dining room an identified resident was fed soup at 1230 hours, the personal support worker (PSW) left in the middle of assisting resident with eating and went to serve meals to other residents. The resident was left unattended for more than 30 minutes and was fed main course at 1305 hours. The resident did not receive constant assistance with eating he required as specified in the plan of care.

The PSW left resident # 2 in the middle of feeding, resident was left sitting with food in front, unsupervised, and unassisted for an extended period of time (approximately 15 minutes). The resident was not fed until identified by the inspector almost at the end of the meal service. The plan of care for the resident identified that the resident require encouragement and assistance with eating.

Resident # 3 and # 4 were observed being fed by a staff. However, staff assisting residents with eating left for her lunch break before residents was fed main course and dessert. The residents had no assistance provided for approximately 10 minutes and at which time another staff came to assist residents with eating. The plan of care for resident # 3 and #4 identified that the residents require total assistance with eating.

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 resident who requires assistance with eating or drinking is served a meal until someone is available to provide the assistance required by the resident, to be implemented voluntarily.

WN #3: The Licensee has failed to comply with O.Reg 79/10, s. 71. Menu planning

Specifically failed to comply with the following subsections:

s. 71. (2) The licensee shall ensure that each menu,

(a) provides for adequate nutrients, fibre and energy for the residents based on the current Dietary Reference Intakes (DRIs) established in the reports overseen by the United States National Academies and published by National Academy Press, as they may exist from time to time; and

(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 :



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1. The licensee did not ensure that each menu provides a variety of foods, including fresh foods, each day from all food groups in keeping with Canada's Food Guide as it exists from time to time.

A review of 4 week spring and summer cycle menu served to residents indicated that the menu lacks variety and seasonal fresh fruit.

The planned week 2 menu has 3 consecutive days pasta dishes i.e. Wednesday lunch chicken noodle soup, Thursday dinner beef lasagne and Friday lunch tuna noodle casserole. Week 3 menu has beans, tomato and pasta menu items on 2 consecutive days.

The week at a glance menu only has fresh fruit 4/14 of planned meals. It is acknowledged that a small bowl of fresh fruit is available on the nourishment cart, however, many of the residents are not able to eat whole uncut fruit including those residents on texture modified diets. The fresh fruit bowl available on nourishment cart does not ensure all residents are offered and served a variety seasonal fresh fruit.

Issued on this 13th day of September, 2012

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

ABE Selgel