



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

**Rapport d'inspection
prévus le *Loi de 2007
les foyers de soins de
longue durée***

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Hamilton Service Area Office
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Hamilton ON L8P 4Y7

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

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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Date(s) of inspection/Date de l'inspection December 10, 13, 14, 15, 2010	Inspection No/ d'inspection 2010_162_9562_13Dec132619	Type of Inspection/Genre d'inspection Complaint Follow-Up H-01513
Licensee/Titulaire The Regional Municipality of Peel 10 Peel Centre Drive, Brampton ON, L6T 4B9 905-791-0946 fax		
Long-Term Care Home/Foyer de soins de longue durée Peel Manor 525 Main Street North, Brampton ON, L6X 1N9		
Name of Inspector(s)/Nom de l'inspecteur(s) Tiina Tralman		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a follow-up inspection to a complaint. During the course of the inspection, the inspector spoke with: Director of Care, RN Supervisor, Registered Dietitian, Dietary Services Supervisor, Volunteer to assist Dietary Services Supervisor, Dietary Aides, Cooks, Residents and Family Members of Residents, Nursing staff and PSWs. During the course of the inspection, the inspector: Reviewed food production system, observed meal preparation and meal service, sampled menu items. The following Inspection Protocols were used during this inspection: Food Quality ☒ Findings of Non-Compliance were found during this inspection. The following action was taken: 3 WN 2 VPC CO: CO #001		

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

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

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'exigence 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.

WN #1: The Licensee has failed to comply with O. Reg. 79/10, s. 71(1)(e)
71(1) Every licensee of a long-term care home shall ensure that the home's menu cycle,
(e) is approved by a registered dietitian who is a member of the staff of the home.

Findings:

1. The current 2010/2011 fall and winter menu has not been approved by a Registered Dietitian who is a member of the staff of the Home.

Inspector ID #: 162

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 the home's menu cycle is approved by a registered Dietitian who is a member of the staff of the home, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O. Reg. 79/10, s. 72 (2)(d)
72 (2) The food production system must, at a minimum, provide for,
(d) preparation of all menu items according to the planned menu.

Findings:

1. The planned menu for texture modified snacks was not prepared on observed days. The Registered Dietitian confirmed that texture modified snacks are not prepared and offered to residents.

Inspector ID #: 162

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 the food production system must, at a minimum, provide for preparation of all menu items according to the planned menu, is to be implemented voluntarily.

WN #3: The Licensee has failed to comply with O. Reg. 79/10, s. 72(3)(a) and (b)
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.
(b) prevent adulteration, contamination and food borne illness.

Findings:

Not all foods were served using methods to preserve taste, nutritive value, appearance and food quality:

1. An identified resident who could not voice meal preference was served texture modified waffle, mashed potato and a cold texture modified tomato cucumber salad with gravy served on top of both the texture modified waffle and mashed potato at an observed meal.
2. An identified resident who could not voice meal preference was served smaller servings contrary to the planned menu compromising the nutritive value of the meal in comparison to the planned menu at an observed meal.
3. An identified resident was served texture modified soup mixed with mashed potatoes to achieve a required consistency at an observed meal. The resident's plan of care does not indicate this is the resident's preference. There was no direction for staff to prepare soup to a required consistency at the servery.
4. Identified residents in an identified dining room voiced dissatisfaction with their Mulligatawny soup at an observed meal when asked by the Inspector.
5. Residents were observed to not eat their soup. The Mulligatawny soup lacked taste.
6. Identified residents in an identified dining room voiced dissatisfaction with their grilled cheese sandwich at an observed meal when asked by the Inspector.
7. Chicken strips (breaded) served at an observed meal were soggy and undercooked in appearance.
8. Grilled cheese sandwich served at an observed meal were soggy, burnt on the crust and undercooked on one side. Residents were observed to leave most of their served grilled cheese sandwich uneaten.
9. The French style green beans served were overcooked and without flavour at an observed meal.
10. The pureed fish served at an observed meal had no flavour and was dry.
11. Sufficient quantity of cheese ravioli was not available for an observed meal. Spinach ravioli was substituted for cheese ravioli resulting in reduced nutritional value of the meal for residents.
12. Not all recipes were followed on observed days for ingredients resulting in variation in flavour and appearance (e.g. mulligatawny soup, pureed fish, and chicken casserole).

Not all foods were prepared to preserve food quality and prevent adulteration, contamination and food borne illness:

1. Lamb stew was held at room temperature from 2:45 pm to 3:30 pm during which time a portion of the product was texture modified for minced and pureed, reheated and hot held until meal service at 5:00 pm.
- 2.

Inspector ID #: 162

Additional Required Actions:

CO CO # 001 will be served on the licensee. Refer to the "Order(s) of the Inspector" form.

Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désigné

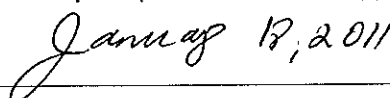
Signature of Health System Accountability and Performance Division
representative/Signature du (de la) représentant(e) de la Division de la
responsabilisation et de la performance du système de santé.



Title:

Date:

Date of Report: (if different from date(s) of inspection).





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