Ontario

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

Rapport d'inspection prévue 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

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	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
September 7, 2010	2010_135_2980_07Sept104427	Complaint # L-00857

Licensee/Titulaire
peopleCare Inc. 28 William Street North P.O. Box 460, Tavistock Ont. N0B 2R0

Long-Term Care Home/Foyer de soins de longue durée
peopleCare Oakcrossing, 1242 Oakcrossing Road, London Ont. N6H 0G2

Name of Inspector(s)/Nom de l'inspecteur(s)
Bonnie MacDonald (ID#135) Sandra Fysh

Inspection Summary/Sommaire d'inspection

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

During the course of the inspection, the inspectors spoke with: Administrator, assistant Director of Care, Food Services Manager, Food Services Supervisor, Dietitian, Activation Coordinator, Registered Nursing Staff, Dietary staff and Residents.
During the inspection, the inspectors met with the complainant, and his wife. Lunch service was observed in Sugar Maple dining room and Inspectors spoke with a number of residents during lunch.

The following Inspection Protocols were used in part or in whole during this inspection:
Food Quality
Dining Observations
Quality Improvement

☒ Findings of Non-Compliance were found during this inspection. The following action was taken:

WN=5
VPC=4

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: LTCHA, 2007, S.O. 2007,C.8, s. 228.3
Every licensee of a long-term care home shall ensure that the quality improvement and utilization review system required under section 84 of the Act complies with the following requirements: The improvements made to the quality of the accommodation, care, services, programs and goods provided to the residents must be communicated to the Residents' Council,

Findings:
Revisions to the menus and improvements in the quality of food services to residents as discussed by the Food Services Supervisor at the July 5/10 Residents' Council meeting were not communicated to the Resident's Council, Family Council and the staff of the home.

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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 improvements made to the quality of services are communicated to the Resident's council; to be implemented voluntarily.

WN #2: The Licensee has failed to comply with: O. Reg. 79/10, s. 71(1)(f)
Every licensee of a long-term care home shall ensure that the home's menu cycle, is reviewed by the Residents' Council for the home.

Findings:
The present spring/summer 2010, menu cycle has not been reviewed by the Residents' Council.

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WN #3: The Licensee has failed to comply with: O. Reg. 79/10, s. 71(2)(b)
The licensee shall ensure that each menu, 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.

Findings:
From the Homes' food invoices for the period Aug. 1-31, 2010 the only seasonal fruit served was watermelon, and the only seasonal vegetable served was beefsteak tomatoes.

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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, ensuring the menu provides a variety of seasonal fruits and vegetables; to be implemented voluntarily.

WN #4: The Licensee has failed to comply with: O. Reg. 79/10, s. 72(3)(b)
The licensee shall ensure that all food and fluids in the food production system are prepared, stored, and served using methods to, prevent adulteration, contamination and food borne illness.

Findings:
Lunch service Sept. 7, 2010 in Sugar Maple Dining room; the Dietary Aide used the phone and handled other food containers without hand washing/hand sanitizing, before serving egg salad sandwiches.

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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 by ensuring that foods are served using methods to prevent contamination; to be implemented voluntarily.

WN #5: The Licensee has failed to comply with: O. Reg. 79/10, s. 73(1)6
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: Food and fluids being served at a temperature that is both safe and palatable to the residents.

Findings:
Lunch service Sept. 7, 2010 the temperature of Minced Spinach and Cheese Manicotti in Sugar Maple Dining room was probed at 115F.

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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 ensuring that food and fluids are served at palatable temperatures; to be implemented voluntarily.

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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. Sept. 10, 2010 Bonnie MacDonald
Title: Date:	Date of Report: