



**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

Hamilton Service Area Office
119 King Street West, 11th Floor
Hamilton ON L8P 4Y7

Bureau régional de services de Hamilton
119, rue King Ouest, 11^{ième} étage
Hamilton ON L8P 4Y7

**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

Telephone: 905-546-8294
Facsimile: 905-546-8255

Téléphone: 905-546-8294
Télécopieur: 905-546-8255

☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection September 7, 2010	Inspection No/ d'inspection 2010_171_2853_07Sep103158	Type of Inspection/Genre d'inspection Complaint – H-00683
Licensee/Titulaire Liuna Local 837 Nursing Home (Hamilton) Corporation 44 Hughson Street South, Hamilton ON L8N 2A7 Fax: 905-522-9310		
Long-Term Care Home/Foyer de soins de longue durée Queen's Garden 80 Queen St North, Hamilton ON L8R 3P6 Fax: 905-972-8457		
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 was to conduct a complaint inspection. The complaint was received by the Hamilton Services Area Office through the Info-line. The complainant's concern was in regards to food quality and the Home's response to complaints.

During the course of the inspection, the inspector spoke with: the administrator, the director of care, the foodservices manager, foodservices staff, registered staff, and residents.

During the course of the inspection, the inspector: observed lunch service on September 7, 2010 and reviewed resident council and food committee minutes from the past six months.

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:

[1] WN
[1] VPC

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. 84.

Every licensee of a long-term care home shall develop and implement a quality improvement and utilization review system that monitors, analyzes, evaluates and improves the quality of the accommodation, care, services, programs and goods provided to residents of the long-term care home.

Findings:

1. The Home does not have a quality improvement and utilization review system for food services that monitors, analyzes, evaluates and improves the quality of service and goods provided to the residents. During the visit on September 7, 2010, seven randomly selected residents were asked if they had

participated in a foodservice quality survey or other data gathering methods to determine their satisfaction with the food and foodservices. None of the residents were aware of a survey or remember being asked for their opinion on the food or foodservices. Two registered staff were not able to recall a survey being provided to residents regarding the food or food services. There were no past survey results on file or any other evaluations of satisfaction, no written description of the system including goals, objectives, policies, procedures or protocols and no documentation regarding improvements made to quality and the names of persons who participated in evaluations. There was one documented food committee meeting attended by 4 residents in May 2010. The minutes of the meeting include some changes made to the menu based on resident comments but does not include monitoring, analyzing or evaluating the improvements suggested or improvements already completed.

Inspector ID #: 171

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 c. 8, s. 84, to be implemented voluntarily.

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). Oct 12, 2010