

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

Health System Accountability and
Performance Division
Performance Improvement and Compliance Branch
Ottawa Service Area Office

347 Preston St., 4th Floor
Ottawa ON K1S 3J4
Telephone: 613-569-5602
Facsimile: 613-569-9670

**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
Bureau régional de services de Ottawa

347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4
Téléphone: 613-569-5602
Télécopieur: 613-569-9670



January 12, 2011

Ms. Linda Chaplin
Administrator
St. Patrick's Home
2865 Riverside Drive
Ottawa ON K1V 8N5

Dear Ms. Chaplin:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on December 17, 2010 under the *Long-Term Care Homes Act, 2007* (LTCHA) for the purpose of ensuring compliance with requirements under the LTCHA.

This inspection report must be posted in the home, in a conspicuous and easily accessible location in accordance with the LTCHA, 2007, S.O. 2007, c.8, s.79 (1) and (2).

A copy of the ***Inspection Report-Public Copy*** must be made available without charge upon request. The report will also be on file with the Ottawa Service Area Office, Performance Improvement and Compliance Branch.

Sincerely

A handwritten signature in black ink that reads "A. Nixon for".

Amanda Nixon
LTC Home Inspector – Dietary

c President, Resident's Council
President, Family Council



**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

Ottawa Service Area Office
347 Preston St., 4th Floor
Ottawa ON K1S 3J4

Bureau régional de services d'Ottawa
347, rue Preston, 4^{ème} étage
Ottawa ON K1S 3J4

**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: 613-569-5602
Facsimile: 613-569-9670

Téléphone: 613-569-5602
Télécopieur: 613-569-9670



Licensee Copy/Copie du Titulaire



Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection

December 17, 2010

Inspection No/ d'inspection

2010_148_8569_17Dec093142

Type of Inspection/Genre d'inspection
Complaint

Log # O.002963

Licensee/Titulaire

St. Patrick's Home of Ottawa Inc., 2865 Riverside Drive Ottawa Ontario K1V 8N5
613 731-4056

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

St. Patrick's Home, 2865 Riverside Drive Ottawa Ontario K1V 8N5
613-731-4056

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

Amanda Nixon (#148)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to the care and service of an identified resident with food allergies.

During the course of the inspection, the inspector spoke with the Director of Care, Support Services Manager, Food Service Supervisor, two Cooks responsible for food production on December 17, 2010, two Food Service Workers responsible for the provision of the lunch meal on December 17, 2010, the day shift Registered Practical Nurse on Ground floor and residents of the home.

During the course of the inspection, the inspector reviewed resident health records, document titled "Client Diet" printed December 17, 2010, the homes "Weekly Menu Cycle", "Menu Spreadsheet Report" and "Meal Production Sheet", all used for food production in the home. In addition the lunch meal service was observed December 17, 2010 and individual menus, developed for 4 residents, were reviewed.

The following Inspection Protocol was used during this inspection:
Nutrition and Hydration

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

2 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.6

- (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,
- (c) clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).

Findings:

1. The Nutrition Status plan of care dated December 2, 2010 indicated that an identified resident has food intolerances.
2. The Resident Kardex dated August 22, 2010 indicated for the same resident that he/she has food allergies.
3. The individualized menu developed and implemented for this identified resident included the provision the foods listed as allergens and/or intolerances.

Inspector ID #: 148

WN #1: The Licensee has failed to comply with O.Reg. 79/10, s.68

- (2) Every licensee of a long-term care home shall ensure that the programs include,
- (c) the implementation of interventions to mitigate and manage those risks;

Findings:

1. The licensee currently has a program, however, the program does not include interventions at the point of food production to mitigate and manage the risks related to resident food allergies.
2. The document titled "Client Diet" provided by the Director of Care indicated that six residents have one or more food allergies.
3. On December 17, 2010, interview with Xiao Hung, the Cook responsible for food production, identified only two residents with food allergies. He stated that food items prepared for the two identified residents are stored and prepared using the same cooking and storage/porter equipment as foods that contain allergens. He did not identify any process by which he is able to prevent cross contamination of food allergens.
4. On December 17, 2010, interview with Paul Harris, Support Services Manager, stated that food

allergies are managed at the meal service by the Food Service Worker.

5. There was no process at the level of food production to ensure that there is no cross contamination of allergens for residents identified with food allergies.

Inspector ID #: 148

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 risk associated with food allergies are addressed at the point of food production, 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).

January 10, 2010