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

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
September 15, 2010	2010_171_2841_14SEP164104	Complaint – H-00443

Licensee/Titulaire

Oakwood Retirement Communities Inc., 325 Max Becker Drive Suite 201 Kitchener, ON

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

Village of Wentworth Heights, 1620 Upper Wentworth St. Hamilton ON. L9B 2W3

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 regarding how staff responds to choking episodes and staff awareness of items allowed on a thickened fluid diet.

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

During the course of the inspection, the inspector: observed lunch service on September 15, 2010. Charts were reviewed both in hard copy and in the computer. Policies on meal time responsibilities, table service, and feeding residents were requested and reviewed.

The following Inspection Protocols were during this inspection:
Dining Observation

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

1 WN

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)(b). Every licensee of a long-term care home shall ensure that the home's menu cycle, includes menus for regular, therapeutic and texture modified diets for both meals and snacks;

Findings:

1. The Home does not have a menu indicating food restrictions for residents on a thickened fluids diet. For e.g., ice cream and jello may not be appropriate choices for these residents but there are no documented guidelines for the staff to follow regarding these and other food items.

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).