



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

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

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

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

**Division de la responsabilisation et de la
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Sep 5, 2014	2014_183135_0071	004302-14	Complaint

Licensee/Titulaire de permis

BLUEWATER REST HOME INC.
37792 Zurich-Hensall Rd, RR #3, ZURICH, ON, N0M-2T0

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

BLUE WATER REST HOME
LOT 21, HWY 84, R. R. #3, ZURICH, ON, N0M-2T0

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

BONNIE MACDONALD (135)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): September 2, 2014.

During the course of the inspection, the inspector(s) spoke with Administrator, Food Services Manager, Cook, Dietary Aide and 6 Residents.

During the course of the inspection, the inspector(s) reviewed home's Menus, Food Production, and Food Services policies and procedures. Observed resident care and services provided in resident home areas.

**The following Inspection Protocols were used during this inspection:
Food Quality**

Findings of Non-Compliance were found during this inspection.



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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 non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 8. Policies, etc., to be followed, and records

Specifically failed to comply with the following:

s. 8. (1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,
(a) is in compliance with and is implemented in accordance with applicable requirements under the Act; and O. Reg. 79/10, s. 8 (1).
(b) is complied with. O. Reg. 79/10, s. 8 (1).

Findings/Faits saillants :



1. The licensee failed to ensure where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,

(b) is complied with. O. Reg. 79/10, s. 8 (1)

During lunch service September 2, 2014, in the Valleyview dining room residents shared the following comments with the Inspector:

Resident #01- stated "the soup could be hotter"

Resident #02- stated the vegetables are cold most of the time, 2-3 times/week.

The Resident's Food Council minutes, March 24, 2014, revealed cold food was an area of concern as part of the home's Resident Satisfaction Survey for 2014.

The home's Food Service Temperature Records policy, January 2013, states the following:

1. Food temperatures are taken and recorded on the Main Kitchen Temperature Form when placed in hot wagon for transportation to dining room serveries.
2. Temperatures are taken again before serving and recorded on server Food Temperature Form.

In an interview the Dietary Staff members confirmed that for the period July 1-31, 2014, 100% of the food temperatures for meals had not been recorded in the Main Kitchen before being sent to the dining rooms.

Record review of the Food Temperature Records in Valleyview dining room from July 1-31, 2014, revealed for 43 meals or 46.2 % of the time food temperatures were not taken prior to meal service.

During an interview with the Food Services Manager she confirmed her expectation that the policy for the Recording of Food Temperatures in Main Kitchen and the home's dining rooms be followed. [s. 8. (1) (b)]



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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 policy for the Recording of Food Temperatures in Main Kitchen and the home's dining rooms be followed, to be implemented voluntarily.

Issued on this 5th day of September, 2014

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs