



**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
performance du système de santé
Direction de l'amélioration 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
May 3, 2013	2013_186171_0018	L-000178-13	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

ELISA WILSON (171)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): May 1-2, 2013

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, Food Services Manager, Environmental Manager, Registered Staff, Personal Support Workers, Dietary Aides, Cooks and Residents.

During the course of the inspection, the inspector(s) observed lunch and dinner meal service on May 1, 2013 and breakfast meal service on May 2, 2013, observed kitchen storage areas, reviewed food service staff qualifications and job descriptions for kitchen staff and personal support workers.

The following Inspection Protocols were used during this inspection:
Dining Observation

Food Quality

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	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. 72. Food production

Specifically failed to comply with the following:

s. 72. (3) The licensee shall ensure that all food and fluids in the food production system are prepared, stored, and served using methods to, (a) preserve taste, nutritive value, appearance and food quality; and O. Reg. 79/10, s. 72 (3).

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

Findings/Faits saillants :



1. The licensee had not ensured that all food and fluids were prepared and stored using methods to preserve taste, nutritive value, appearance and food quality.

Observations and interviews confirmed that beverages such as milk and juice were poured into glasses hours, and up to a day, before being served. The glasses were put into a refrigerator on trays with a tray on top in some cases and nothing on top in other cases. When the tray was on top it covered the taller glasses but not the shorter ones. The drinks were not stored with an airtight seal.

The Food Services Manager confirmed this was the current practice in the home. [s. 72. (3) (a)]

2. The licensee had not ensured all food and fluids were prepared and stored using methods to prevent adulteration and contamination.

Observations and interviews confirmed full water glasses were set on the tables at least an hour before meal service during which time the dining rooms were accessible but not supervised. Some residents interviewed expressed concern regarding how early the water was placed on the tables. Pre-poured milk and juice glasses and bowls of prunes were stored in the refrigerator uncovered and/or unsealed for hours, and up to a day, before being served.

The Food Service Manager confirmed this was the current practice at the home. [s. 72. (3) (b)]

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 all foods and fluids are prepared and stored using methods to preserve taste, nutritive value, appearance, food quality, and methods to prevent adulteration and contamination, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 71. Menu planning



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Specifically failed to comply with the following:

s. 71. (4) The licensee shall ensure that the planned menu items are offered and available at each meal and snack. O. Reg. 79/10, s. 71 (4).

Findings/Faits saillants :

1. The licensee had not ensured each resident was offered planned menu items at each meal.

The posted "regular week at a glance" menu indicated that 125 millilitres of assorted juices would be offered every day at lunch and dinner. The lunch and dinner meals were observed on May 1, 2013 in both dining rooms and juice was not offered to all residents. A small number of residents had pre-poured juice set at their table settings according to a list. Residents and staff confirmed juice was not offered at lunch and dinner to all residents. [s. 71. (4)]

Issued on this 3rd day of May, 2013

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

A handwritten signature in black ink, appearing to read "Elisa Wilson", written in a cursive style.