



**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

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

Division de la responsabilisation et de la performance du
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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
February 3, 2011	2011_171_9507_03Feb124853	L-00118 - Complaint

Licensee/Titulaire

Corporation of the County of Bruce, 41 McGivern Street W. P.O. Box 1600, Walkerton ON, N0G 2V0

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

Brucelea Haven Long Term Care Home - Corporation of the County of Bruce, 41 McGivern St. W. P.O. Box 1600, Walkerton ON, N0G 2V0

Name of Inspector/Nom de l'inspecteur

Elisa Wilson (#171)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection regarding snack delivery.

During the course of the inspection, the inspector spoke with: the administrator, registered staff, personal support workers, dietary aides and residents.

The inspector observed afternoon snack delivery in one Home area. The inspector reviewed the food and fluid intake records of five residents in two Home areas.

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

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

2 WN
2 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 O.Reg. 79/10, s.71(3)(c). The licensee shall ensure that each resident is offered a minimum of,
(c) a snack in the afternoon and evening.

Findings:

1. Not all residents are offered a snack in the afternoon. Identified residents on a minced diet were not offered a cookie as per the snack menu. Cookies were available on the snack cart.

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 residents are offered a snack in the afternoon and evening, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg. 79/10, s.8(1)(b). 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.

Findings:

The Home is required to and has a system in place to monitor food and fluid intake of residents. A note dated November 1, 2010 in the communication book for nursing and dietary indicates that all blocks on the Food and Fluid Intake Record require a value. These sheets have a legend indicating how to fill in the blocks. In identified cases, this system is not being complied with by all staff. Examples include:

1. Resident #1 has missing documentation in the blocks indicating snacks taken in the afternoon on 15 days and snacks taken in the evening on 6 days in January 2011. This resident is documented as being at moderate nutrition risk.
2. Resident #2 has missing documentation in the blocks indicating snacks taken in the afternoon on 2 days and snacks and beverages taken in the evening on 12 days in January 2011. This resident is



documented as being at high nutrition risk.

- 3. Resident #3 has missing documentation in the blocks indicating snacks taken in the afternoon on 25 days, and beverages taken in the afternoon on 16 days in January 2011. This resident is documented as being at moderate nutrition risk.
- 4. Resident #4 has missing documentation in the blocks indicating snacks taken in the afternoon on 23 days in January 2011. This resident is documented as being at moderate nutrition risk.
- 5. Resident #5 has missing documentation in the blocks indicating snacks taken in the afternoon on 28 days and beverages taken in the afternoon on 21 days in January 2011 and missing documentation in the blocks indicating snacks taken in the evening on 6 days in January 2011. This resident is documented as being at moderate nutrition risk.

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 the system of documentation of Foods and Fluids is complied with, 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).

Feb. 4, 2011