



**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
prévus le Loi de 2007 les
foyers de soins de longue**

**Health System Accountability and Performance
Division
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Nov 15, 16, 17, 22, 24, 2011	2011_087128_0028	Follow up

Licensee/Titulaire de permis

COPPER TERRACE LIMITED
284 CENTRAL AVENUE, LONDON, ON, N6B-2C8

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

COPPER TERRACE
91 TECUMSEH ROAD, CHATHAM, ON, N7M-1B3

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

RUTH HILDEBRAND (128)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Follow up inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, Registered Dietitian, part-time Nutrition Manager, Ward Clerk, two Nurse Managers, one Registered Nurse, two Registered Practical Nurses, four Personal Support Workers and six dietary aides.

During the course of the inspection, the inspector(s) observed a lunch and supper meal as well as evening snack, observed some meal preparation along with standardized recipes and production sheets in the kitchen, reviewed staffing credentials for new dietary staff, and reviewed the Dietary/Nutrition policy and procedure manual.

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 WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Legendé 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. 68. Nutrition care and hydration programs
Specifically failed to comply with the following subsections:**

- s. 68. (2) Every licensee of a long-term care home shall ensure that the programs include,**
- (a) the development and implementation, in consultation with a registered dietitian who is a member of the staff of the home, of policies and procedures relating to nutrition care and dietary services and hydration;**
 - (b) the identification of any risks related to nutrition care and dietary services and hydration;**
 - (c) the implementation of interventions to mitigate and manage those risks;**
 - (d) a system to monitor and evaluate the food and fluid intake of residents with identified risks related to nutrition and hydration; and**
 - (e) a weight monitoring system to measure and record with respect to each resident,**
 - (i) weight on admission and monthly thereafter, and**
 - (ii) body mass index and height upon admission and annually thereafter. O. Reg. 79/10, s. 68 (2).**

Findings/Faits saillants :

1. The food and fluid intake monitoring policy was reviewed in the Nutrition Manager office. It was noted that the food and fluid monitoring record does not match the fluid amounts on the menu for milk. The large glass size was measured and it holds 175 ml fluid but it is being recorded as 250 ml fluid for both milk and water.

Staff interviews were held with the Nutrition Manager and the Administrator and both acknowledged that the food and fluid monitoring records needed to coincide with the glass size and match the menu.

[O. Reg.79/10, s.68(2)(d)]

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 there is a coordinated system to monitor fluid intake of residents, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 72. Food production

Specifically failed to comply with the following subsections:

- 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**
 - (b) prevent adulteration, contamination and food borne illness. O. Reg. 79/10, s. 72 (3).**

Findings/Faits saillants :

1. Partial preparation for the supper meal was observed in the kitchen. It was noted that the Dietary staff cooking the meal did not follow the standardized recipe for the pureed meatballs. The taste, nutritive value and food quality were altered by adding a larger quantity of water instead of the required beef broth as well as a thickening agent that was not in the recipe. The Dietary staff acknowledged that the recipe was not followed.

A staff interview was conducted with the Registered Dietitian to query what the home's expectations were in terms of standardized recipes being followed. She stated that "the expectation is that the recipes are followed regardless of whether we are overproducing in numbers of food or not".

[O. Reg. 79/10, s. 72(3)(a)]

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 food is prepared using methods to preserve taste, nutritive value and food quality, to be implemented voluntarily.

**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE BEEN COMPLIED WITH/
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES SUIVANT SONT MAINTENANT
CONFORME AUX EXIGENCES:**

**CORRECTED NON-COMPLIANCE/ORDER(S)
REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDERS:**

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / NO DE L'INSPECTION	INSPECTOR ID #/ NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 11.	WN #1	2011_087128_0022	128
LTCHA, 2007 S.O. 2007, c.8 s. 11.	CO #001, #002	2011_087128_0022	128
LTCHA, 2007 S.O. 2007, c.8 s. 11.	CO #001, #002	2011_087128_0022	128
O.Reg 79/10 r. 68.	CO #003, #004	2011_087128_0022	128
O.Reg 79/10 r. 68.	CO #003, #004	2011_087128_0022	128
O.Reg 79/10 r. 71.	CO #005, #006	2011_087128_0022	128
O.Reg 79/10 r. 71.	CO #005, #006	2011_087128_0022	128
O.Reg 79/10 r. 72.	CO #007, #008, #009	2011_087128_0022	128
O.Reg 79/10 r. 72.	CO #007, #008, #009	2011_087128_0022	128
O.Reg 79/10 r. 72.	CO #007, #008, #009	2011_087128_0022	128

Issued on this 24th day of November, 2011



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