

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Ottawa District
347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Original Public Report

Report Issue Date: August 2, 2024

Inspection Number: 2024-1278-0002

Inspection Type:
Proactive Compliance Inspection

Licensee: Crown Ridge Health Care Services Inc.

Long Term Care Home and City: Crown Ridge Place, Trenton

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 22, 23, 24, 25, 26, 29, 30, 31, 2024 and August 1, 2, 2024

The following intake(s) were inspected:

- Intake: #00121831 - Proactive Compliance Inspection

The following Inspection Protocols were used during this inspection:

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Medication Management
- Food, Nutrition and Hydration
- Residents' and Family Councils
- Infection Prevention and Control
- Safe and Secure Home
- Prevention of Abuse and Neglect
- Staffing, Training and Care Standards
- Quality Improvement

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Residents' Rights and Choices
Pain Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Dining and snack service

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 79 (1) 5.

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

5. Food and fluids being served at a temperature that is both safe and palatable to the residents.

The licensee has failed to comply with their written policy related to taking food temperatures, specifically, staff did not comply with the licensee's policy # DPPM: 7.0: Food Temperatures, last reviewed March 2024, to ensure that food is being served at a temperature that is both safe and palatable to the residents. Prior to serving the breakfast and lunch meals for the East Wing dining room on a specified date, food temperatures were not taken.

In accordance with O. Reg 246/22, s. 11 (1) b, the licensee is required to ensure that their written policy related to taking and recording food temperatures is complied with.

Sources: An interview with a Food Service Worker (FSW), a review of the Service & Delivery Worksheet for the East Wing for breakfast and lunch, and a review of the

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licensee's Food Temperature policy #DPPM 7.0.

WRITTEN NOTIFICATION: Infection prevention and control program

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

s. 102 (2) The licensee shall implement,
(b) any standard or protocol issued by the Director with respect to infection
prevention and control. O. Reg. 246/22, s. 102 (2).

The licensee has failed to ensure that a standard issued by the Director with respect
to infection prevention and control was complied with.

In accordance with additional requirement 9.1 (b) under the Infection Prevention and
Control (IPAC) Standard for Long-Term Care Homes (April 2022, and revised
September 2023) the licensee has failed to ensure that Routine Practices were
followed in the IPAC program, specifically related to the completion of staff hand
hygiene during a resident meal service.

Sources: Observation of a lunch meal service.