



Ministry of Health and Long-Term Care

Ministère de la Santé et des Soins de longue durée

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

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

Toronto Service Area Office
5700 Yonge Street, 5th Floor
TORONTO, ON, M2M-4K5
Telephone: (416) 325-9660
Facsimile: (416) 327-4486

Bureau régional de services de Toronto
5700, rue Yonge, 5e étage
TORONTO, ON, M2M-4K5
Téléphone: (416) 325-9660
Télécopieur: (416) 327-4486

Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

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Table with 4 columns: Report Date(s) / Date(s) du Rapport, Inspection No / No de l'inspection, Log # / Registre no, Type of Inspection / Genre d'inspection. Row 1: Mar 19, 2014, 2014_312503_0009, T-674-13, Complaint

Licensee/Titulaire de permis

REVERA LONG TERM CARE INC.
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

EAGLE TERRACE
329 EAGLE STREET, NEWMARKET, ON, L3Y-1K3

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

LAURA BROWN-HUESKEN (503), ANN HENDERSON (559)

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): March 17, 18, 2014.

During the course of the inspection, the inspector(s) spoke with food services manager, minimum data set/resident assessment instrument (MDS/RAI) coordinator and wound champion, registered nursing staff, cook, dietary aides, personal support workers, residents and family members.

During the course of the inspection, the inspector(s) reviewed clinical records, skin and wound resource binder, dietary policies and standardized recipes, conducted resident observations, and observed breakfast and lunch meal service.

The following Inspection Protocols were used during this inspection:



Dining Observation
 Nutrition and Hydration
 Personal Support Services
 Skin and Wound Care

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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.)</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>



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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. (2) The food production system must, at a minimum, provide for, (d) preparation of all menu items according to the planned menu; O. Reg. 79/10, s. 72 (2).

Findings/Faits saillants :

1. The licensee failed to ensure that standardized recipes, as part of the planned menu, were followed.

During the lunch meal service on March 18, 2014, the puree texture ham contained visible lumps. The standardized recipe for the puree ham directed staff to blend together ham and brown gravy mix until a smooth, pudding-like consistency is reached. The cook revealed that the ham was blended together with water and chicken soup base and confirmed that the standardized recipe had not been followed. The food services manager confirmed that the puree texture ham required further blending to achieve a smooth, pudding-like consistency. The puree texture ham was not prepared according to the standardized recipe as part of the planned menu. [s. 72. (2) (d)]

Issued on this 19th day of March, 2014

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

L. Brown-Huesken A. Henderson