



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 prévue le Loi de 2007 les foyers de soins de longue

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 performance et de la conformité

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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
Sep 13, 14, 17, 18, 24, 2012	2012_108110_0016	Complaint

Licensee/Titulaire de permis

ELM GROVE LIVING CENTRE INC
 35 ELM GROVE AVENUE, TORONTO, ON, M6K-2J2

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

ELM GROVE LIVING CENTRE INC.
 35 ELM GROVE AVENUE, TORONTO, ON, M6K-2J2

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

DIANE BROWN (110)

Inspection Summary/Résumé de l'inspection

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

During the course of the inspection, the inspector(s) spoke with Administrator, Food Service Supervisor, Registered Staff, Cook, Food Service Workers, Personal Support workers and Residents.

During the course of the inspection, the inspector(s) Observed Food preparation and storage; observed meal service; reviewed Resident Council and Dietary Meeting minutes.

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

<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>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>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</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>

**WN #1: 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. (2) The food production system must, at a minimum, provide for,**
- (a) a 24-hour supply of perishable and a three-day supply of non-perishable foods;
 - (b) a three-day supply of nutritional supplements, enteral or parenteral formulas as applicable;
 - (c) standardized recipes and production sheets for all menus;
 - (d) preparation of all menu items according to the planned menu;
 - (e) menu substitutions that are comparable to the planned menu;
 - (f) communication to residents and staff of any menu substitutions; and
 - (g) documentation on the production sheet of any menu substitutions. O. Reg. 79/10, s. 72 (2).

- s. 72. (4) The licensee shall maintain, and keep for at least one year, a record of,**
- (a) purchases relating to the food production system, including food delivery receipts;
 - (b) the approved menu cycle; and
 - (c) menu substitutions. O. Reg. 79/10, s. 72 (4).

Findings/Faits saillants :

1. The licensee did not maintain and keep for at least one year a record of menu substitutions. The Food Service Supervisor stated he does not keep a record of previous production menus with menu changes and "throws them away".[r. 72. (4) (c)]
2. The licensee did not ensure that there is an organized food production system that includes documentation on the production sheet of any menu substitutions. The menu changed for lunch September 17th, 2012 and substitutions were not recorded on the homes' production sheet or production menu. Interview with Food Service Supervisor and Administrator confirmed the lack of a recorded menu change.[r. 72. (2) (g)]
3. The licensee did not ensure the planned menu for lunch September 17th, 2012 was prepared. The planned menu for lunch on September 17th, 2012 included turkey loaf with maple mashed potatoes and buttered cabbage and breaded liver and onions with Sante Fe rice and stewed tomatoes. The preparation of this lunch meal was observed. Turkey loaf and maple mashed sweet potatoes were not prepared as planned and substitutions were made. Recipes for breaded liver and onions, Santa Fe rice and stewed tomatoes were not followed with ingredients not available or omitted altering the flavour, nutrient value and appearance of the planned menu items. An interview with the Food Service Supervisor revealed that food service workers are expected to follow recipes.[r. 72. (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 the planned menu is prepared that menu substitutions are recorded on homes' production sheet and a record of substitutions is kept for at least one year., to be implemented voluntarily.



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Long-Term Care

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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

Issued on this 24th day of September, 2012

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

Diane Brown

