



**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**

**Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Aug 29, 2014	2014_260521_0039	004291-14	Complaint

Licensee/Titulaire de permis

SHARON FARMS & ENTERPRISES LIMITED
1340 HURON STREET, LONDON, ON, N5V-3R3

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

KENSINGTON VILLAGE
1340 HURON STREET, LONDON, ON, N5V-3R3

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

REBECCA DEWITTE (521)

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): August 28, 2014

During the course of the inspection, the inspector(s) spoke with The Administrator, the Director of Dietary and the Dietary Manager.

During the course of the inspection, the inspector(s) reviewed human resource files and reviewed dietary records.

**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

<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>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 8. Policies, etc., to be followed, and records

Specifically failed to comply with the following:

s. 8. (1) 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,

(a) is in compliance with and is implemented in accordance with applicable requirements under the Act; and O. Reg. 79/10, s. 8 (1).

(b) is complied with. O. Reg. 79/10, s. 8 (1).

Findings/Faits saillants :



1. The licensee failed to ensure that the plan, policy, protocol, procedure, strategy or system, in place is complied with as evidenced by;

A review of temperature logs in the kitchen revealed missing records for meal temperatures on:

August 27, 2014 breakfast
August 27, 2014 dinner
August 26, 2014 breakfast
August 26, 2014 dinner
August 25, 2014 breakfast
August 25, 2014 dinner
August 22, 2014 breakfast
August 22, 2014 lunch
August 22, 2014 dinner

A review of temperature logs at a servery revealed missing records for meal temperatures on:

August 27, 2014 dinner
August 25, 2014 dinner

An interview with the Dietary Manager on August 28, 2014 revealed it is the expectation of the home that the cooks complete a food temperature log before the food leaves the kitchen on every meal. It is also the expectation that the dietary staff record the food temperatures at the servery stations on every meal.

The Dietary Manager confirmed findings of missing records. [s. 8. (1) (b)]

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 policies, protocols and procedures in place are complied with, 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:

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

Findings/Faits saillants :

1. The licensee failed to ensure that all food and fluids in the food production system are prepared, stored and served using methods to preserve taste, nutritive value, appearance and food quality as evidence by;

An examination of a walk in freezer on August 29, 2014 at 15.15hrs revealed collected trays of cooked meals including but not limited to;

- 2 trays of cooked meat pies
- 3 trays of cooked Lasagna
- 1 half used tray of cooked Lasagna
- 1 tray of cooked Canelloni
- 1 tray of either potatoes or toasted sandwiches (unidentifiable with frost)

The trays were covered in a mixture of saran wrap and foils, neither of which sealed the trays fully protecting them from the frost in the freezer. The meals appeared discolored and covered in icicles.

An examination of the fridge revealed left over tuna filling from August 26, 2014 sandwiches. The tuna had separated from the cream dressing with a watery fluid like substance. The odour of the tuna filling was pungent. The fridge also contained a bowl of left over pureed fruit saved from August 25, 2014. The pureed fruit was no longer its fresh orange colour.

The Director of Dietary confirmed it is the homes expectation that all food and fluids are stored using methods to preserve taste, nutritive value, appearance and food quality. [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 all food and fluids in the food production system are prepared, stored and served using methods to preserve taste, nutritive value, appearance and food quality, to be implemented voluntarily.

WN #3: The Licensee has failed to comply with O.Reg 79/10, s. 90. Maintenance services

Specifically failed to comply with the following:

s. 90. (3) The licensee shall ensure that the home's mechanical ventilation systems are functioning at all times except when the home is operating on power from an emergency generator. O. Reg. 79/10, s. 90 (3).

Findings/Faits saillants :

1. The licensee failed to ensure that the home's mechanical ventilation systems are functioning at all times as evidenced by;

An inspection of the kitchen on August 28, 2014 revealed doors to a communication electrical panel were to remain open during hot summer days with a portable electrical fan blowing cool air directly on the wires.

The electrical panel was dusty. The fan blew on the dusty wires in the back kitchen where food is stored.

An interview with the Dietary Manager revealed when the wires over heat the telephone system shuts down.

The Administrator confirmed the communication panel has been in this location since the building was built and the issue with inadequate ventilation in this area arise during the summer months on hot humid days. [s. 90. (3)]



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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 homes mechanical ventilation systems are functioning at all times, to be implemented voluntarily.

Issued on this 29th day of August, 2014

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