



**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 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
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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
May 15, 2015	2015_206115_0012	007270-15	Complaint

Licensee/Titulaire de permis

MERITAS CARE CORPORATION
567 VICTORIA AVENUE WINDSOR ON N9A 4N1

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

FRANKLIN GARDENS LONG TERM CARE HOME
24 FRANKLIN ROAD LEAMINGTON ON N8H 4B7

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

TERRI DALY (115)

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): May 13, 2015

During the course of the inspection, the inspector(s) spoke with the Administrator, the Nutrition Manager, and two dietary aides.

**The following Inspection Protocols were used during this inspection:
Dining Observation**



During the course of this inspection, Non-Compliances were issued.

2 WN(s)
1 VPC(s)
0 CO(s)
0 DR(s)
0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	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 LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services

Specifically failed to comply with the following:

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
 - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
 - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

Findings/Faits saillants :

1. The licensee has failed to ensure that the kitchen, and main dining room furnishings are kept clean and sanitary.

A tour and observation of the kitchen and Main dining room was completed.

Kitchen:

Observed shelving in the toast/bread preparation area has lots of crumbs, food debris, and substances that have been spilt and have since dried to the surfaces.

Observed 10 plastic lip plates and found 8/10 plates to have food debris stuck to them, plates discoloured, stained and worn.

2 grey silverware storage bins were found to have food debris in the bottom wells where forks, spoons and knives are separated and stored.

5/5 kitchen carts observed were found to have dried food debris, and splattered substances that have since dried to the surfaces.

All 5 carts were worn, and discoloured.

A review of the Job Check off List D8 and D2

Thoroughly clean all plastic carts has been checked off as complete on May 11, 2015, by the D8 shift.

The daily checklist for the D2 shift -Wash and sanitize all carts from the main dining room



was last checked off as complete on May 1, 2015.

The kitchen floor perimeter, corners and edges around door frames have a build up of dirt, grime and a dark coloured debris, that is sticky to touch.

A review of the Job Check off List D6

Sweep & scrub kitchen, fridge and storeroom floors checked off as complete on May 10, 2015 by the D6 shift.

The Nutrition Manager confirms that there is no process in place to pull out kitchen equipment or attention to the dirt and grime build up in corners and around door frames. She reveals that staff would need to use a knife to scrape away the build up and that this is done on an as needed basis.

Main Dining Room

2 over bed tables used to assist with feeding in the Main dining room are worn, finishing coming off and dried food debris and splatter along base.

3 black rolling chairs used by staff to assist with feeding have dried food debris and splatter on the base and legs.

8/15 resident chairs have food debris and are splattered with a substance that has since dried on the arms, seats and legs of the chairs, chair legs are worn and the finishes is coming off.

3/9 resident dining room tables that are set for lunch service, have spills, dried food debris and are splattered with a substance that has since dried to the surface, and edges of the tables.

A review of the Job Check off List D8 from March-May 2015 indicates that the task of Scrub main dining room chairs and tables was last completed March 28, 2015.

The Nutrition Manager confirms that this is a 2 week rotating schedule and should have been completed in April and in May at least 2 times per month.

The Nutrition Manager and Administrator both confirmed the expectation that the kitchen, dining room and furnishing should be clean and sanitary. [s. 15. (2) (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 the kitchen and Main dining room furnishings are kept clean and sanitary, 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. (7) The licensee shall ensure that the home has and that the staff of the home comply with,

(b) a cleaning schedule for all the equipment; and O. Reg. 79/10, s. 72 (7).

s. 72. (7) The licensee shall ensure that the home has and that the staff of the home comply with,

(c) a cleaning schedule for the food production, servery and dishwashing areas. O. Reg. 79/10, s. 72 (7).

Findings/Faits saillants :

1. The licensee has failed to ensure that cleaning schedules for equipment related to food production and food production areas have been implemented and complied with.

A review of the Dietary Job Check off Lists designed to ensure the kitchen, and equipment has been kept clean and sanitary indicates that staff have not signed and complied with the following lists.

The daily Job Check off List for the C1 and C2 shift, has missed signatures or check marks on every day in April with exception to April 7, 2015 and is entirely incomplete for the month of May 2015 thus far.

The daily Job Check off List for the D1 shift, has missed signatures or check marks April 24, 28, 29, & 30, 2015, and is entirely incomplete for the month of May 2015 thus far.



The daily Job Check off List for the D2 shift, has missed signatures or check marks April 10, 11, 12, and through April 15-30, 2015, and from May 2-12, 2015.

The daily Job Check off List for the D3 shift, has missed signatures or check marks April 4, 5, 6 and through April 8-30, 2015, and is entirely incomplete for the month of May 2015 thus far.

The daily Job Check off List for the D4 shift, has missed signatures or check marks April 1, 5, 6-9, and through April 13-24 and April 30, 2015, and May 1, 2, 3, 7-12, 2015.

The daily Job Check off List for the D5 shift, has missed signatures or check marks April 1, 2, 7, 8, 16-19, 24-26, & 30, 2015, and May 1-3, 5, 9-10, 2015.

The daily Job Check off List for the D6 shift, has missed signatures or check marks April 1, 2, 4, 5, 10, 15-22, 24-26, 29, 30, 2015 and May 2-5, 7, & 11, 2015.

The Nutrition Manager and one dietary aide confirmed that these daily check lists are to be signed on each shift on a daily basis, both feel staff are completing the tasks and not signing as complete.

However, the cleanliness and condition of the kitchen and Main dining room reveals that the area and equipment has not been kept clean and sanitary.

The Administrator confirms that the expectation is that the kitchen and all dining rooms will be clean and sanitary. Checklists not checked and initialled indicate that task has not been completed and cleaning schedules have not been complied with. [s. 72. (7) (b)]

2. Observed shelving in the toast/bread preparation areas has lots of crumbs, food debris, and substances that have been spilt and have since dried to the surfaces.

The kitchen floor perimeter, corners and edges around door frames have a build up of a dark coloured debris, that is sticky to touch.

A review of the Job Check off List D6

Sweep & scrub kitchen, fridge and storeroom floors checked off as complete on May 10, 2015 by the D6 shift.

The Nutrition Manager confirms that there is no process or cleaning schedule in place to pull out kitchen equipment or attention to the dirt and grime build up in corners and



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around door frames. She reveals that staff would need to use a knife to scrape away the build up and that this is done on an as needed basis.

The Nutrition Manager and Administrator both confirm that it is the homes expectation that the kitchen food production areas should have cleaning schedules implemented and complied with, to ensure these areas are kept clean and sanitary. [s. 72. (7) (c)]

Issued on this 15th day of May, 2015

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

Original report signed by the inspector.