Ontario

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

Rapport d'inspection prévue le *Loi de 2007 les foyers de soins de longue durée*

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Ministère de la Santé et des Soins de longue durée
Division de la responsabilisation et de la performance du système de santé
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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
March 14 & 15, 2011	2010_135_9549_14Mar125533	Follow Up L000430-11

Licensee/Titulaire
Corporation of the County of Grey 595 9th Avenue East Owen Sound Ontario, N4K 3E3

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

Lee Manor Home, 875 6th St. East Owen Sound ,Ontario N4K 5W5

Name of Inspector/Nom de l'inspecteur
Bonnie MacDonald #135

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a Dietary follow up review related to care and services in the Home.

During the course of the inspection, the inspector spoke with: Administrator, Director of Care, Food Services Manager, Registered Nursing staff, Dietary staff, and Residents and Complainant.
Lunch, Dinner and Snack service were observed on the secured unit on first floor on March14, 2011. Lunch service second floor north dining room was observed March 15, 2011.

The following Inspection Protocols were used during this inspection:
Food Quality
Dining Observations
Snack Observation

☒Findings of Non-Compliance were found during this inspection. The following actions were taken:

WN=2
VPC=2

Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance.

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA. 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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée. Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with O. Reg. 79/10, s. 73(1)10
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:

10. Proper techniques to assist residents with eating, including safe positioning of residents who require assistance.

Findings:
1. Residents were observed not safely positioned for Pm. snack March 14/11 when staff member stood to feed 2 high risk residents on first floor Secure Home area.

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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, ensuring residents are safely positioned while consuming snacks and beverages, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O. Reg. 79/10, s. 72(2)(d)
The food production system must, at a minimum, provide for,

(d) preparation of all menu items according to the planned menu;

Findings:
1. In discussion with the Food Services Manager, it was confirmed that 7 menu items were not prepared or served according to the planned menu from Feb. 7-13, 2011. These items were also recorded on the week at a glance menu as not being prepared. Some of those items included: Snap peas, Asparagus, Triple Berry bars, Brown Betty and Breakfast eggs.

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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, ensuring that all menu items are prepared according to the planned menu, to be implemented voluntarily.

CORRECTED NON-COMPLIANCE
Non-respects à Corrigé

REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ ORDER #	INSPECTION REPORT #	INSPECTOR ID #
O.Reg. 79/10, s. 71(4)	WN, VPC		**2010_135_9549_07Dec.163106**	135
O.Reg. 79/10, s. 72(2) (g)	WN, VPC		**2010_135_9549_07Dec.163106**	135
O.Reg. 79/10, s. 73(1) 5.9.	WN, VPC		**2010_135_9549_07Dec.163106**	135

Signature of Licensee or Representative of Licensee **Signature du Titulaire du représentant désigné**	**Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.** Bonnie MacDonald **March 17, 2011**
Title: **Date:**	**Date of Report:** (if different from date(s) of inspection).