



**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
performance et de la conformité**

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Public Copy/Copie du public

Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Feb 26, 2015	2014_321501_0022	T-1484-14	Complaint

Licensee/Titulaire de permis

2063414 ONTARIO LIMITED AS GENERAL PARTNER OF 2063414 INVESTMENT LP
302 Town Centre Blvd., Suite #200 TORONTO ON L3R 0E8

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

LEISUREWORLD CAREGIVING CENTRE - RICHMOND HILL
170 Red Maple Road RICHMOND HILL ON L4B 4T8

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

SUSAN SEMEREDY (501)

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): November 24, 2014.

During the course of the inspection, the inspector(s) spoke with personal support workers (PSWs), registered staff, food service manager (FSM), director of care (DOC), social worker, administrator and residents.

The following Inspection Protocols were used during this inspection:



Nutrition and Hydration

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

2 WN(s)

2 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. 3. Residents' Bill of Rights

Specifically failed to comply with the following:

s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs. 2007, c. 8, s. 3 (1).

Findings/Faits saillants :

1. The licensee failed to ensure that every resident's right to be properly fed and cared for in a manner consistent with his or her needs is fully respected and promoted. Resident #1 and #2's spiritual and religious need for cultural foods was not fully respected and promoted.

Interviews with the FSM, social worker and DOC confirmed that the home does not prepare cultural meals and does not offer cultural foods to be brought in. The home's admission package states that "if you wish to have cultural meals, the home will provide you with recommendations to other facilities".

Record review revealed that resident #1 was admitted to Leisureworld Richmond Hill on a specified date, and was identified as being of a specified faith. Resident #1's plan of care identifies him/her as being at nutritional risk due to multiple food preferences and food restrictions due to religion. Interview with resident #1 revealed that he/she needs to eat cultural food in order to observe his/her religious beliefs.

Record review revealed that resident #2 was admitted to Leisureworld Richmond Hill on a specified date, and was identified as being of a specified faith. Interview with resident #2 revealed that he/she observed their religion most of his/her life because his/her spouse was from a very religious family. He/she stated that sometimes his/her children will bring in cultural foods that they know he/she likes. He/she also stated that he/she does not eat meat at this home because it makes him/her lose his appetite. [s. 3. (1) 4.]



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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 every resident's right to be properly fed and cared for in a manner consistent with his or her spiritual and religious needs is fully respected and promoted, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care

Specifically failed to comply with the following:

s. 6. (2) The licensee shall ensure that the care set out in the plan of care is based on an assessment of the resident and the needs and preferences of that resident. 2007, c. 8, s. 6 (2).

Findings/Faits saillants :



1. The licensee has failed to ensure that the plan of care is based on an assessment of the resident and the resident's needs and preferences.

Record review revealed that resident #1 was admitted to Leisureworld Richmond Hill on a specified date, and was identified as being of a specified faith. Resident #1's plan of care identifies him/her as being at nutritional risk due to multiple food preferences and food restrictions due to religion.

Interview with resident #1 revealed that he/she would prefer to eat cultural foods if given the choice. He/she stated that he/she is able to switch food items around with the different choices so that meat and dairy are not served at the same meal and follows a no pork diet intervention. He/she also stated he/she would feel better if he/she ate cultural foods.

Record review revealed that resident #2 was admitted to Leisureworld Richmond Hill on a specified date, and was identified as being of a specified faith. Resident #2's plan of care identifies him/her as being at nutritional risk due to varied oral intake at meals and low body weight.

Interview with resident #2 revealed that he/she observed their religion most of his/her life because his/her spouse was from a very religious family. He/she stated that sometimes his/her children will bring in cultural foods that they know he/she likes. He/she also stated that he/she does not eat meat at this home because it makes him/her lose his/her appetite. He/she stated if he/she had a choice he/she would prefer to eat cultural foods all the time and thinks he/she would definitely eat better and include more meat in his/her diet.

Interviews with the FSM and RD confirmed that the home has not assessed residents #1's and #2's need to observe their religion by eating cultural food. [s. 6. (2)]



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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 plan of care is based on an assessment of the resident and the resident's needs and preferences, to be implemented voluntarily.

Issued on this 13th day of April, 2015

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

Original report signed by the inspector.