

**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Ottawa District**  
347 Preston Street, Suite 410  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559

<b>Original Public Report</b>	
<b>Report Issue Date:</b> August 1, 2023	
<b>Inspection Number:</b> 2023-1352-0006	
<b>Inspection Type:</b> Complaint	
<b>Licensee:</b> CVH (No. 4) LP by its general partner, Southbridge Care Homes (a limited partnership, by its general partner, Southbridge Health Care GP Inc.)	
<b>Long Term Care Home and City:</b> Manoir Marochel, Ottawa	
<b>Lead Inspector</b> Julienne NgoNloga (502)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

<b>INSPECTION SUMMARY</b>
<p>The inspection occurred onsite on the following date(s): July 18, 19, 20, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> <li>Intake: #00087250 and #00090340 related to the cleanliness of the home, and concern with the food production and laundry.</li> </ul>

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

- Resident Care and Support Services
- Housekeeping, Laundry and Maintenance Services
- Food, Nutrition and Hydration
- Infection Prevention and Control

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Food Production

**NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.**

Non-compliance with: O. Reg. 246/22, s. 78 (2) (e)

The licensee has failed to ensure that the food production system must, at a minimum, provide for menu substitutions that have similar nutritional value.

**Rationale and Summary**

Observation and a review of an identified planned menu showed that substitution were made for a specified meal. A review of the nutritional analysis showed that the menu substitutions made did not have similar nutritional value.

As such, the residents were at risk of not meeting their daily nutritional requirements.

**Sources:** Observation Food production records.

[502]

### WRITTEN NOTIFICATION: Food Production

**NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.**

Non-compliance with: O. Reg. 246/22, s. 78 (3) (a)

The licensee has failed to ensure that all food and fluids in the food production system are prepared using methods to preserve taste, nutritive value, appearance and food quality.

**Rationale and Summary**

A resident and the Residents' Council meeting minutes indicated concern with the food quality.

A review of the standardized recipe for a specified menu item and the observation showed a staff member had not followed the standardized recipe when preparing the altered food consistency.

The staff member and a management staff member acknowledged that the standardized recipe was not followed.

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By altering the standardized recipe, the nutritive value and the taste may have been altered.

**Sources:** Standardized recipe, observation. Interview with staff members.

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### WRITTEN NOTIFICATION: Food Production

**NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.**

Non-compliance with: O. Reg. 246/22, s. 78 (7) (a)

The licensee has failed to ensure that the staff of the home complied with policies and procedures for the cleaning of equipment related to dining and snack service.

#### Rationale and Summary

A resident reported that hot beverage was being served in stained cups. Observation showed that stained and cleaned cups were stored on the beverage carts, and a staff member served hot beverage during meal and snack in the stained cups.

The management staff indicated that before sanitizing the cups through the industrial dishwasher, the procedure was to soak the stained cups in soapy water and remove the stain manually. Two staff members indicated that they soaked the stained cups in water that they had added half cup of bleach, then, which was not the procedure in place.

By not following the procedure to remove the stain on the cups, the appearance of the hot beverage in stained cups may have affected the resident's fluid intake.

**Sources:** Inspector's observation. Interviews with the resident and staff members.

### WRITTEN NOTIFICATION: Food Production

**NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.**

Non-compliance with: O. Reg. 246/22, s. 78 (7) (c)

The licensee has failed to ensure that the staff of the home complied with a cleaning schedule for the food production and dishwashing areas.

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### Rationale and Summary

Observation of the Reach-in Fridge showed that the shelves, the door, and floor were dirty. The floor in the production and dishwasher areas had dried black dirt on corners and along the wall.

In an interview the Management staff confirmed the observation and scheduled a staff member for a deep cleaning the next day.

As such, the safety of the food was at risk when the food items were stored and prepared in dirty areas.

**Sources:** Observation and Interview with the Dietary Manager.  
[502]

## WRITTEN NOTIFICATION: Housekeeping

**NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.**  
Non-compliance with: O. Reg. 246/22, s. 93 (2) (a) (i)

The licensee has failed to ensure that procedures were developed and implemented for cleaning of the home, including resident bedrooms' floors.

Specifically, staff had not used the machine to scrub the floor during deep cleaning.

### Rationale and Summary

The Inspector observed black mark on the floor in two resident' bedrooms.

A management staff indicated that each resident's bedroom is scheduled for deep cleaning once a month and Housekeeping Aide was expected to use the machine to scrub the floor.

A staff member indicated that they had not been scrubbing the floor during the deep cleaning day unless the resident was discharged.

As such, the staff did not implement the cleaning procedure in place resulting in the black mark on the resident's bedroom floor.

**Sources:** Inspector's observation. Interview with staff members.  
[502]