



**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

Hamilton Service Area Office
119 King Street West, 11th Floor
Hamilton ON L8P 4Y7

Bureau régional de services de Hamilton
119, rue King Ouest, 11^{ém} étage
Hamilton ON L8P 4Y7

**Ministère de la Santé et des Soins de
longue durée**

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

Telephone: 905-546-8294
Facsimile: 905-546-8255

Téléphone: 905-546-8294
Télécopieur: 905-546-8255

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of Inspection/Date de l'inspection December 10, 13, 14, 15, 2010	Inspection No/ d'inspection 2010_162_9562_13Dec132619	Type of Inspection/Genre d'inspection Complaint Follow-Up H-01513
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Licensee/Titulaire
The Regional Municipality of Peel
10 Peel Centre Drive, Brampton ON, L6T 4B9
905-791-0946 fax

Long-Term Care Home/Foyer de soins de longue durée
Peel Manor
525 Main Street North, Brampton ON, L6X 1N9

Name of Inspector(s)/Nom de l'inspecteur(s)
Tiina Tralman

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a follow-up inspection to a complaint.

During the course of the inspection, the inspector spoke with: Director of Care, RN Supervisor, Registered Dietitian, Dietary Services Supervisor, Volunteer to assist Dietary Services Supervisor, Dietary Aides, Cooks, Residents and Family Members of Residents, Nursing staff and PSWs.

During the course of the inspection, the inspector: Reviewed food production system, observed meal preparation and meal service, sampled menu items.

The following Inspection Protocols were used during this inspection:
Food Quality

Findings of Non-Compliance were found during this inspection. The following action was taken:

3 WN
2 VPC
CO: CO #001



NON-COMPLIANCE / (Non-respectés)	
Definitions/Définitions WN – Written Notifications/Avis écrit VPC – Voluntary Plan of Correction/Plan de redressement volontaire DR – Director Referral/Régleur envoyé CO – Compliance Order/Ordre de conformité WAO – Work and Activity Order/Ordre: 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 <i>Long-Term Care Homes Act, 2007</i> (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 <i>Loi de 2007 les foyers de soins de longue durée</i> 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. 71(1)(e) 71(1) Every licensee of a long-term care home shall ensure that the home's menu cycle, (e) is approved by a registered dietitian who is a member of the staff of the home.	
Findings: 1. The current 2010/2011 fall and winter menu has not been approved by a Registered Dietitian who is a member of the staff of the Home.	
Inspector ID #:	162
Additional Required Actions: VPC - pursuant to the <i>Long-Term Care Homes Act, 2007</i> , S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance with ensuring that the home's menu cycle is approved by a registered Dietitian who is a member of the staff of the home, to be implemented voluntarily.	
WN #2: The Licensee has failed to comply with O. Reg. 79/10, s. 72 (2)(d) 72 (2) The food production system must, at a minimum, provide for, (d) preparation of all menu items according to the planned menu.	
Findings: 1. The planned menu for texture modified snacks was not prepared on observed days. The Registered Dietitian confirmed that texture modified snacks are not prepared and offered to residents.	
Inspector ID #:	162
Additional Required Actions: VPC - pursuant to the <i>Long-Term Care Homes Act, 2007</i> , S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance with ensuring that the food production system must, at a minimum, provide for preparation of all menu items according to the planned menu, is to be implemented voluntarily.	



WN #3: The Licensee has failed to comply with O. Reg. 79/10, s. 72(3)(a) and (b)
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.
(b) prevent adulteration, contamination and food borne illness.

Findings:

Not all foods were served using methods to preserve taste, nutritive value, appearance and food quality:

1. An identified resident who could not voice meal preference was served texture modified waffle, mashed potato and a cold texture modified tomato cucumber salad with gravy served on top of both the texture modified waffle and mashed potato at an observed meal.
2. An identified resident who could not voice meal preference was served smaller servings contrary to the planned menu compromising the nutritive value of the meal in comparison to the planned menu at an observed meal.
3. An identified resident was served texture modified soup mixed with mashed potatoes to achieve a required consistency at an observed meal. The resident's plan of care does not indicate this is the resident's preference. There was no direction for staff to prepare soup to a required consistency at the servery.
4. Identified residents in an identified dining room voiced dissatisfaction with their Mulligatawny soup at an observed meal when asked by the Inspector.
5. Residents were observed to not eat their soup. The Mulligatawny soup lacked taste.
6. Identified residents in an identified dining room voiced dissatisfaction with their grilled cheese sandwich at an observed meal when asked by the Inspector.
7. Chicken strips (breaded) served at an observed meal were soggy and undercooked in appearance.
8. Grilled cheese sandwich served at an observed meal were soggy, burnt on the crust and undercooked on one side. Residents were observed to leave most of their served grilled cheese sandwich uneaten.
9. The French style green beans served were overcooked and without flavour at an observed meal.
10. The pureed fish served at an observed meal had no flavour and was dry.
11. Sufficient quantity of cheese ravioli was not available for an observed meal. Spinach ravioli was substituted for cheese ravioli resulting in reduced nutritional value of the meal for residents.
12. Not all recipes were followed on observed days for ingredients resulting in variation in flavour and appearance (e.g. mulligatawny soup, pureed fish, and chicken casserole).

Not all foods were prepared to preserve food quality and prevent adulteration, contamination and food borne illness:

1. Lamb stew was held at room temperature from 2:45 pm to 3:30 pm during which time a portion of the product was texture modified for minced and pureed, reheated and hot held until meal service at 5:00 pm.
- 2.

Inspector ID #: 162

Additional Required Actions:

CO CO # 001 will be served on the licensee. Refer to the "Order(s) of the Inspector" form.

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.

Jane Halman

Title:

Date:

Date of Report: (if different from date(s) of inspection).

January 17, 2011



**Ministry of Health and
Long-Term Care**

**Ministère de la Santé et
des Soins de longue durée**

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Term Care Homes
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Ministry of Health and Long-Term Care
 Health System Accountability and Performance Division
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Ministère de la Santé et des Soins de longue durée
 Division de la responsabilisation et de la performance du système de santé
 Direction de l'amélioration de la performance et de la conformité

Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c.8

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
Name of Inspector:	Tiina Tralman	Inspector ID # 162
Log #:	H-01513	
Inspection Report #:	2010_162_9562_13Dec132619	
Type of Inspection:	Complaint Follow-Up	
Date of Inspection:	December 10, 13, 14, 15, 2010	
Licensee:	The Regional Municipality of Peel 10 Peel Centre Drive, Brampton ON, L6T 4B9 905-791-0946 fax	
LTC Home:	Peel Manor	
Name of Administrator:	Rani Calay	

To The Regional Municipality of Peel, you are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(b)
<p>Pursuant to: O. Reg. 79/10, s. 72(3)(a) and (b) 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. (b) prevent adulteration, contamination and food borne illness.</p>			
<p>Order: The licensee shall prepare and submit a written plan by Wednesday, January 26, 2011 for achieving compliance to meet the requirement that food and fluids in the food production system are prepared, stored, and served using methods to, preserve taste, nutritive value, appearance and food quality; and prevent adulteration, contamination and food borne illness. This plan shall be implemented. The plan is to be submitted to Inspector: Tiina Tralman, Ministry of Health and Long-Term Care, Performance Improvement and Compliance Branch, 55 St. Clair Avenue West, Toronto, ON M4V 2Y7 4Y7, Fax 416-327-4486.</p>			



Ministry of Health and Long-Term Care
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Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

Grounds:

1. Not all residents were offered foods according to the planned menu, resulting in reduced nutritional value, unusual combinations of foods, and reduced palatability of the meal.
2. Identified residents in an identified dining room voiced dissatisfaction with their meal when asked by the Inspector at observed meals.
3. Chicken strips (breaded) served were soggy, and undercooked in appearance.
4. The grilled cheese sandwich was soggy, burnt on the crust and undercooked on one side.
5. The French style green beans served was overcooked and without flavour.
6. The pureed fish served had no flavour and was dry.
7. Not all recipes were followed for ingredients resulting in variation in flavour and appearance.
8. Cooked foods were inappropriately held at room temperature in advance of meal service.

This order must be complied with by: February 25, 2011

REVIEW/APPEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Ave. West
Suite 800, 8th floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the
Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON
M5S 2T6

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
55 St. Claire Avenue, West
Suite 800, 8th Floor
Toronto, ON M4V 2Y2



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Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website www.hsarb.on.ca.

Issued on this 12th day of January, 2011.	
Signature of Inspector:	<i>Tiina Tralman</i>
Name of Inspector:	Tiina Tralman
Service Area Office:	Toronto Service Area Office