



**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

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

Division de la responsabilisation et de la performance du  
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<b>Date(s) of inspection/Date de l'inspection</b> January 14, 2011	<b>Inspection No/ d'inspection</b> 2011_135_933_14Jan132741	<b>Type of Inspection/Genre d'inspection</b> Complaint L-01745-Dietary Follow Up
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**Licensee/Titulaire**  
Provincial Nursing Home Limited Partnership  
1090 Morand Street, Windsor, ON N9G 1J6

**Long-Term Care Home/Foyer de soins de longue durée**  
Queensway Nursing Home, Division of Provincial Nursing Home Limited Partnership  
100 Queen St. E. Hensall, ON N0M 1X0

**Name of Inspector(s)/Nom de l'inspecteur(s)**  
Bonnie MacDonald #135

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a Dietary Follow up to complaint inspection L-01745, related to staff standing to feed during meal and snack service in December 2010.

During the course of the inspection, the inspectors spoke with: Administrator, registered and non-registered nursing staff, Dietary aides, and residents.

The Dietary Inspector observed lunch, and snack services in the two home areas, Jan.14, 2011. Inspector used the following Inspection Protocols in part or whole during this inspection:

- Dining Observations
- Snack Observations

No Findings of Non-Compliance were found during this inspection

Corrected Non-Compliance are 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.

**CORRECTED NON-COMPLIANCE  
 Non-respects à Corrigé**

REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ORDER #	INSPECTION REPORT #	INSPECTOR ID #
O.Reg. 79/10, s. 73(1)10	WN, VPC		2010_135_933_29Nov140402	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*

January 14, 2011

Title: Date:

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