

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

Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jun 8, 2021	2021_828744_0011	003529-21	Complaint

Licensee/Titulaire de permis

Bingham Memorial Hospital
507 8th Avenue PO Box 70 Matheson ON P0K 1N0

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

Rosedale Centre
507 - 8th Avenue P.O. Box 70 Matheson ON P0K 1N0

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

STEVEN NACCARATO (744)

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): May 25-27, 2021.

**The following intake was inspected upon during this Complaint inspection:
-A complaint submitted to the director regarding the lack of food choices being
offered to residents and maintenance concerns.**

**During the course of the inspection, the inspector(s) spoke with the Chief
Executive Officer (CEO), Director of Care (DOC), Dietary Manager, Building
Services Manager, Registered Practical Nurses (RPN), Personal Support Workers
(PSW), Housekeepers, and Dietary Aides.**

**During the course of the inspection, the Inspector also conducted a daily tour of
the resident care areas, observed Infection Control and Prevention (IPAC)
practices, observed meal services, resident rooms, observed staff to resident
interactions, and reviewed relevant policies and procedures.**

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Maintenance
Dining Observation
Infection Prevention and Control**

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

1 WN(s)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

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NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Légende 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). The following constitutes written notification of non-compliance under paragraph 1 of section 152 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. 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 O.Reg 79/10, s. 71. Menu planning
Specifically failed to comply with the following:

s. 71. (1) Every licensee of a long-term care home shall ensure that the home's menu cycle,
(c) includes alternative choices of entrees, vegetables and desserts at lunch and dinner; O. Reg. 79/10, s. 71 (1).

Findings/Faits saillants :

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1. The licensee has failed to ensure that the home's menu cycle included alternative choices of entrées, vegetables and desserts at lunch and dinner.

A complaint was submitted to the Director related to alternative entrées not offered at lunch or dinner.

The Inspector reviewed the home's weekly menu cycle, which indicated that there was no alternative choices of entrées, vegetables and desserts at lunch and dinner from April 3-May 24, 2020.

The Dietary Manager indicated that it was too time consuming for staff to offer residents alternative choices during lunch and dinner. They further stated that residents were offered a sandwich if they did not like the entrée they were given.

Sources: A complaint intake submitted to the Director; the home's policy titled "Menu Planning" (last revised October 22, 2018); the home's weekly "Long Term Care/Active/Chronic Care Menu"; and interviews with the Dietary Manager and other staff. [s. 71. (1) (c)]

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 the home's menu cycle include alternative choices of entrées, vegetables and desserts at lunch and dinner, to be implemented voluntarily.

Issued on this 8th day of June, 2021

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

Original report signed by the inspector.