



**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 prévue
sous la Loi de 2007 sur les foyers
de soins de longue durée**

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de 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
Mar 22, 2019	2019_505103_0008	030212-18	Complaint

Licensee/Titulaire de permis

ManorCare Partners
6257 Main Street Stouffville ON L4A 4J3

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

Stirling Manor Nursing Home
218 Edward Street P.O. Box 220 STIRLING ON K0K 3E0

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

DARLENE MURPHY (103)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): March 6-8, 2019

Log #030212-18-complaint related to short staffing and failure to provide planned menu items.

During the course of the inspection, the inspector(s) spoke with residents, Personal Support Workers (PSW), a Registered Practical Nurse (RPN), the Director of Care (DOC), the Nutritional Manager (NM) and the Administrator.

During the course of the inspection the inspector reviewed staffing schedules, the home's winter menu, and made dining observations.

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

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

1 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>



**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. (4) The licensee shall ensure that the planned menu items are offered and available at each meal and snack. O. Reg. 79/10, s. 71 (4).

Findings/Faits saillants :

1. The licensee has failed to ensure planned menu items were offered and available at each meal.

Nutritional Manager (NM) #102 was interviewed in regards to the planned menu items. They indicated on three occasions from November 1, 2018 to date of this inspection, the home altered the planned menu items to respond to unanticipated staffing issues that were all weather related.

According to NM #102, all three of the changes were made to the dinner menu and residents were offered sandwiches, soup and salad as the main choice on two of the three occasions. On the third occasion, the home ordered pizza and sandwiches were offered as the alternative. Textured modified options were available. NM #102 indicated changes to the planned menu rarely occurred and that following the changes, the residents were informed of the reason for the changes.

The licensee failed to ensure planned menu items were offered and available at each meal. [s. 71. (4)]



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Issued on this 22nd day of March, 2019

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

Original report signed by the inspector.