



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

**Rapport d'inspection  
prévüe 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  
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<b>Date(s) of inspection/Date de l'inspection</b> October 25, 2010	<b>Inspection No/ d'inspection</b> 2010_115_9579_25Oct110827 2010_135_9579_04Oct142815	<b>Type of Inspection/Genre d'inspection</b> Complaint L-01044
<b>Licensee/Titulaire</b> Corporation of the County of Essex, 360 Fairview Ave. West, Essex, ON., N8M 1Y6		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Sun Parlor Home for Senior Citizens, 175 Talbot Street East, Leamington, ON., N8H 1L9		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Terri Daly #115, Bonnie MacDonald #135		

**Inspection Summary/Sommaire d'inspection**

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

During the course of the inspection, the inspectors spoke with: the Administrator, DOC, ADOC, FSM, Dietitian 1 RN, 1 RPN, 1 PSW, family member and 1 resident.

During the course of the inspection, the inspectors: reviewed the clinical notes for resident [REDACTED] Home's menus, food production sheets and recipes.

The following Inspection Protocols were used in part or in whole during this inspection:

- Dignity, Choice and Privacy Inspection Protocol
- Personal Support Services Inspection Protocol
- Medication Inspection Protocol
- Dining Observations
- Food Quality

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

5 WN  
2 VPC

*Revised for Publication*



**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/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 *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.

**WN #1: The Licensee has failed to comply with LTCHA, 2007, S.O.2007, c.8, s6(1)(c) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,  
(c) clear directions to staff and others who provide direct care to the resident.**

**Findings:**

1. The resident's wife/POA has requested to be called when her husband is agitated. She was not consistently called when he became agitated and not all staff were aware that she wanted to be called. The plan of care does not set out clear directions to staff that resident's POA/wife is to be called when resident becomes agitated.

Inspector ID #: 115

**WN #2: The Licensee has failed to comply with O.Reg. 79/10, s.27(1)(a) Every licensee of a long-term care home shall ensure that,  
(a) a care conference of the interdisciplinary team providing a resident's care is held within six weeks following the resident's admission and at least annually after that to discuss the plan of care and any other matters of importance to the resident and his or her substitute decision-maker, if any;**

**Findings:**

1. A care conference was held Aug. 23, 2010, six weeks after resident was admitted. The RN and the POA (wife) were the only attendees. The interdisciplinary team was not in attendance for the meeting.

Inspector ID #: 115

**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 participation of the interdisciplinary team at resident care conferences, to be implemented voluntarily.



**WN #3: The Licensee has failed to comply with O.Reg. 79/10, s.71(2)(b)**  
The licensee shall ensure that each menu,  
(b) provides for a variety of foods, including fresh seasonal foods, each day from all food groups in  
keeping with Canada's Food Guide as it exists from time to time.

**Findings:**

1. The Home's present spring and summer menu does not provide an adequate number of grain servings in  
keeping with Canada's Food Guide i.e. bread was not offered or provided to residents Oct. 25/10 at lunch or  
dinner in 1 west dining room.

Inspector ID #: 135

**WN #4: The Licensee has failed to comply with O.Reg. 79/10, s.71(4)**  
The licensee shall ensure that the planned menu items are offered and available at each meal and  
snack.

**Findings:**

1. October 25, 2010, in 1 west dining room; 7 residents (6 minced and 1 puree diet) were not offered choice  
of entrée at lunch as per the Homes' planned menu.

Inspector ID #: 135

**WN #5: The Licensee has failed to comply with O.Reg. 79/10, s. 72(2)(c)**  
The food production system must, at a minimum, provide for,  
(c) standardized recipes and production sheets for all menus;

**Findings:**

1. October 25/10, 26/39 (66.6%) of the standardized recipes required for lunch and dinner menu were not  
available for staff to reference. Production sheets are not in use at the home for the present menu cycle.

Inspector ID #: 135


**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, ensuring standardized recipes and  
production sheets for all menus are available to staff, to be implemented voluntarily.

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.

Title: Date:

 November 3, 2010  
Date of Report: (if different from date(s) of inspection).