

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

London Service Area Office
130 Dufferin Avenue 4th floor
LONDON ON N6A 5R2
Telephone: (519) 873-1200
Facsimile: (519) 873-1300

Bureau régional de services de
London
130, avenue Dufferin 4ème étage
LONDON ON N6A 5R2
Téléphone: (519) 873-1200
Télécopieur: (519) 873-1300

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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
Aug 14, 2019	2019_788721_0028	015481-19	Other

Licensee/Titulaire de permis

Arch Long Term Care LP by its General Partner, Arch Long Term Care MGP, by its partners, Arch Long Term Care GP Inc. and Arch Capital Management Corporation
161 Bay Street Suite 2100 TORONTO ON M5J 2S1

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

Tilbury Manor Nursing Home
16 Fort Street P.O. Box 160 TILBURY ON N0P 2L0

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

MEAGAN MCGREGOR (721), DEBRA CHURCHER (670)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct an Other inspection.

This inspection was conducted on the following date(s): August 12 and 13, 2019.

The purpose of this inspection was to conduct a London Service Area Office Initiated Inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Resident Care, Food Service Manager, Registered Nurses, Registered Practical Nurses, Personal Support Workers, dietary staff and several residents.

The Inspectors also conducted a tour of the home, observed residents and the care provided to them by staff, observed a medication administration, observed meal service on two occasions, reviewed relevant clinical records and reviewed relevant policies and procedures.

The following Inspection Protocols were used during this inspection:

Dining Observation

Falls Prevention

Medication

Reporting and Complaints

Residents' Council

Skin and Wound Care

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 that the planned menu items were offered and available at each meal.

On August 12, 2019, Inspector #721 observed daily and weekly display menus posted on the walls in the first and second floor dining rooms, which stated banana loaf and rhubarb were to be offered as menu items at lunch that day. Observations of the lunch meal service were conducted in the first and second floor dining rooms on August 12, 2019, and banana loaf and rhubarb were not offered as menu items as stated on the posted menus. Inspector #721 asked a dietary staff member if there had been a change to the lunch menu that day, and they stated “no”. When asked if banana loaf and rhubarb had been offered to residents at lunch on April 12, 2019, the dietary staff member looked at the posted menus and stated “no, oh I guess not. It was pineapple or green jello for dessert today”.

During an interview on April 13, 2019, when asked what actions they would take if there was a change to the planned menu items, Food Service Manager (FSM) #108 stated the cooks would write the change on their copy of the menu to let them know and they would then print a new display menu with the changes and post in the dining room. When asked who would be responsible for updating the display menus when they were not in the home, FSM #108 said if there was a change and they knew about it they would get someone else working at that time to print a new display menu. When asked if they were aware of any changes to the planned menu items at the lunch meal service on August 12, 2019, FSM #108 stated they weren't in the home on August 12, 2019, and they found out about the menu change on August 13, 2019, so the display menus didn't get updated.

The licensee failed to ensure that menu items were offered during the lunch meal service on April 12, 2019, as stated on the posted display menus in the first and second floor dining rooms. [s. 71. (4)]

Issued on this 14th day of August, 2019

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

Original report signed by the inspector.