



**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 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

**Public Copy/Copie du public**

---

<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Jun 3, 2016	2016_254610_0019	035648-15	Complaint

---

**Licensee/Titulaire de permis**

LUTHERAN HOMES KITCHENER-WATERLOO  
2727 KINGSWAY DRIVE KITCHENER ON N2C 1A7

---

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

TRINITY VILLAGE CARE CENTRE  
2727 KINGSWAY DRIVE KITCHENER ON N2C 1A7

---

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

NATALIE MORONEY (610)

---

**Inspection Summary/Résumé de l'inspection**

---



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

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

**This inspection was conducted on the following date(s): May 15, 2016**

**This complaint inspection was related to Sufficient Staffing, and Dining Observations.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, two personal support workers, one Registered Practical Nurse, one Registered Nurse, and one Dietary Aide.**

**During the course of the inspection the inspector completed interviews and resident care observations. Reviewed resident health care records and any relevant documentation.**

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

**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)**



**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>Legendé</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. 73. Dining and snack service**

**Specifically failed to comply with the following:**

**s. 73. (2) The licensee shall ensure that, (b) no resident who requires assistance with eating or drinking is served a meal until someone is available to provide the assistance required by the resident. O. Reg. 79/10, s. 73 (2).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that residents who required assistance with eating or



drinking were only served a meal when someone was available to provide the assistance.

Observations on May 15, 2016, at 1225 hours in the dining room revealed a resident was seated with a meal in the dining room.

PSW # 105 confirmed that resident would require assistance with eating.

The homes Policy Nutrition Dietary Services Pleasant Dining with Dignity revised August 8, 2015 showed:

- \* Meals for residents requiring assistance are not to be ordered until the worker is ready to begin
- \* The PSW main server will rotate among tables where staff members' are not sitting and provide encouragement and supervision and intermittent assistance to residents
- \* Two residents requiring assistance and two residents requiring extensive assistance cueing will be placed together at a table....

A Memo from March 7, 2016 was written by the Director of Care (DOC) # 103 showed that if the RN is unable to assist or they required more assistance then just the RN the RPN was to discuss with the RN to find assistance from another house for 15 minutes.

A review of the temperature log book showed the potatoes were served at 74 degrees Celsius.

The Dietary Aide # 101 took the temperature of resident's #002 potatoes at 1245 hours. The temperature was recorded at 51.7 degrees Celsius. The resident's plate was removed and placed back on the table after being reheated at 1250 hours with no staff assistance. At 1257 hours one staff provided assistance for the resident to eat.

A review of resident # 002's Plan of Care in Point Click Care showed that the resident required assistance from one staff member.

During this observation there was no further assistance asked for once the RN had been asked to assist with residents requiring assistance.



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

The DOC # 103 and the Administrator # 104 confirmed it was the homes expectation that residents who required assistance with eating or drinking were only served a meal when someone was available to provide the assistance. [s. 73. (2) (b)]

***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 residents who required assistance with eating or drinking were only served a meal when someone was available to provide the assistance, to be implemented voluntarily.***

---

Issued on this 6th day of June, 2016

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

**Original report signed by the inspector.**