

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
longue durée**

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<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
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Date of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
April 27-29, 2011, May 5, 2011	2011_195_1101_10May095617	Complaint Log # T020-11

Licensee/Titulaire

 Jarlette Ltd.
689 Yonge Street
Midland, ON L4R 2E1
(705) 526-4238
Fax: (705) 526-5080

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

 The Villa Care Centre
689 Yonge Street
Midland, ON L4R 2E1
(705) 526-4238
Fax: (705) 526-5080

Name of Inspectors/Nom de l'inspecteurs

Tiziana Picardo – 195

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection for issue relating to dietary concerns.

During the course of the inspection, the inspector spoke with: PSWs, Dietary Aides, Cook, Food Service Manager, Residents.

During the course of the inspection, the inspector reviewed production sheets, meal complaint log, Resident Council/Food Committee minutes, snack menu, master diet list, therapeutic spreadsheet, Notice of Menu Changes, and records of food overages/shortages.

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

Dining Observation
Snack Observation
Food Quality

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

[2] WN

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/Ordres de conformité
 WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Le suivant constitue un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de la Loi de 2007 les foyers de soins de longue durée.

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.)

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans la 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 O. Reg. 79/10, s. 72 (5)(a). If any food or beverages are prepared in the long-term care home for persons who are not residents of the home, the licensee shall maintain, and keep for at least seven years, records that specify for each week,

(a) the number of meals prepared for persons who are not residents of the home

Findings:

- Supper on January 1, 2011 was short 10-12 servings of fish. Food Service Manager (FSM) indicated that the home had received a high number of visitors that were coming for supper and the FSM did not know the meal choice for these visitors ahead of time. The FSM states that when there are visitors, they will be seated in the dining room with the resident and will be served their meal of choice at the time the table is being served. The FSM confirmed that these visitors are served with the residents, not after the residents are served.
- The record of number of meals prepared for persons who are not residents of the home was not available at the time of the inspection. FSM was unable to locate the visitor's meal purchasing record for January 1, 2011.

Inspector ID #: 195

WN # 2- 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:

According to the resident meal complaint log, there have been several instances where planned menu items were not available.

- August 24, 2010, Supper: Five residents requested fish however the home had run out.
- January 1, 2011, Supper: The home was short 10-12 servings of fish.
- February 7, 2011, Breakfast: The home ran out of orange juice and peanut butter.
- February 13, 2011, Lunch: The home ran out of custard for desert for 6 residents.
- April 3, 2011, Lunch: The home ran out of cabbage rolls for 6 residents.

The FSM confirmed that the home had run short of the food items on the specific dates listed above.

Interview with resident indicated that the home "runs out of food (of choice) about every couple of nights."

