



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

**Rapport d'inspection
prévue 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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système de santé
Direction de l'amélioration de la performance et de la
conformité

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection October 22, 25, 2010	Inspection No/ d'inspection 2010_159_2855_21Oct165545	Type of Inspection/Genre d'inspection Complaint H-01751
Licensee/Titulaire Villa Forum 175 Forum Drive Mississauga, ON L4Z 4E5		
Long-Term Care Home/Foyer de soins de longue durée Villa Forum 175 Forum Drive Mississauga ON L4Z 4E5		
Name of Inspector/Nom de l'inspecteur Asha Sehgal # 159		

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint investigation inspection in relation to provision of care.

During the course of the inspection, the inspector spoke with: Administrator/Director Of Care, Registered Dietitian, Nutrition Manager, Nurse Manager, PSW, Dietary aides, Chart well Corporate area manager, and dietary manager.

During the course of the inspection, the inspector:
Observed breakfast and noon meal service over 2 days visit, observed staff in routine duties, visited residents in rooms, reviewed resident health record.

The following Inspection Protocols were used in during this inspection:
Dining observation
Nutrition and Hydration

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

- [1] WN
- [1] VPC

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.

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, s. 6 (7)

The Licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

Findings:

The care set out in the plan of care was not provided to residents at noon meal October 22, 2010, third floor (Roma Dining Room):

1. An identified resident's plan of care and the dining service report states no meat on Friday, no citrus fruit, all fruits puree and minced vegetable. Resident was served meat balls, Spanish rice, egg plant parmesan on Friday and chopped watermelon instead of pureed. Resident's nutritional needs set out in the plan were not followed and religion restrictions were not acknowledged and honoured.
2. The plan of care and the dining serving report of an identified resident stated resident to receive 2 soups and 1 & 1/2 entrée at lunch. Resident was served only 1 serving of entrée and 2 bowls of soup. Resident did not receive diabetic diet ordered by the attending physician and the care set out in the plan.
3. An identified resident received a meal tray in room # 1, the meal consisted of pureed lentil soup, pureed meat balls, mashed potato and pureed vegetables. The plan of care stated "oil to be added to the soup and entrée. The care set out in the plan of care was not provided; the oil was not added to the resident's food as stated in the plan of care.

The care set out in the plan of care was not provided to residents at breakfast meal October 25, 2010:

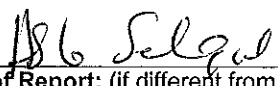
1. At approximately 9:00 hours an identified resident was observed at breakfast meal in the dining room on the third floor. This resident was served orange juice, water, hot cereal, toast (crust cut off) and scrambled eggs. The dining service report and the plan of care for the resident stated "No egg soup, omelettes or quiche due to history of upset stomach. Resident's food intolerances stated in the plan of care were not followed. The Dietary Inspector immediately advised Nurse Manager on duty in the dining room regarding resident receiving inappropriate food item (scrambled eggs). The Nurse Manager removed the scrambled from resident's plate and substituted with ricotta cheese.
2. The plan of care set out for an identified resident indicates that the resident be provided 125 ml prune juice at breakfast meal an intervention for constipation and a requirement for noney cup for fluids to assist the resident to eat safely, comfortably and independently. Resident did not receive prune juice



at breakfast and all beverages were served in regular glasses.
3. An identified resident was not offered prune or prune juice stated in the dining service report and plan of care.

Inspector ID #: #159

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 with ensuring that the care set out in the plan of care is provided to the resident as specified in the plan, to be implemented.

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:	Date of Report: (if different from date(s) of inspection).	
		Feb 17 th 2011.	