



**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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**Ministère de la Santé et des Soins de
longue durée**

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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
October 13-14, 2010	2010_171_2841_13Oct110508	Complaint – H-01699

Licensee/Titulaire
Oakwood Retirement Communities Inc., 325 Max Becker Drive Suite 201 Kitchener, ON

Long-Term Care Home/Foyer de soins de longue durée
Village of Wentworth Heights, 1620 Upper Wentworth St. Hamilton ON. L9B 2W3

Name of Inspector(s)/Nom de l'inspecteur(s)
Elisa Wilson – LTC Homes Inspector, Dietary (#171)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection regarding meal service and food and fluid documentation.

During the course of the inspection, the inspector spoke with: the director of care, director of food services, dietary aides, cooks, personal support aides, registered dietitian and residents.

During the course of the inspection, the inspector: observed lunch and dinner service on October 13, 2010, reviewed the nutrition and hydration flow sheets in each of four home areas, requested and reviewed the Home's policy on Nutrition and Hydration and interviewed six residents.

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

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 O. Reg. 79/10, s.8(1)(b). Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system, (b) is complied with.

Findings:

1. The Home's policy on Nutrition and Hydration was not complied with at the breakfast meal on October 14, 2010. The Home's Nutrition and Hydration policy (Tab 04-46) section 4. states: "PCA's will complete the Nutrition and Hydration Flow sheet in the dining room immediately following each resident meal to accurately record the amount of foods and fluids consumed by the resident". At 1000h on October 14, 2010 the breakfast meal information had not been entered into any of the four Home area's nutrition and hydration flow sheets.

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 in ensuring the Nutrition and Hydration policy is complied with, 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:

Date of Report: (if different from date(s) of inspection).

20 Oct. 2010