

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Ottawa Service Area Office
347 Preston Street, Suite 420
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559
ottawadistrict.mlhc@ontario.ca

Original Public Report	
Report Issue Date: December 9, 2022	
Inspection Number: 2022-1237-0001	
Inspection Type: Complaint	
Licensee: 0760444 B.C. Ltd. as General Partner on behalf of Omni Health Care Limited Partnership	
Long Term Care Home and City: Woodland Villa, Long Sault	
Lead Inspector Amber Lam (541)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY
<p>The Inspection occurred on the following date(s): November 28-30, 2022</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> Intake: #00006655 related to nutrition and hydration concerns. See inspection 2022_898541_0006

The following **Inspection Protocols** were used during this inspection:

- Food, Nutrition and Hydration
- Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Nutrition, care and hydration programs

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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Non-compliance with: O.Reg. 246/22, s. 74 (2) (a)

The licensee's policy titled "Dietitian Referral" states that a dietitian referral shall be completed using the OMNI Dietitian Referral in the clinical software system by a registered staff or the nutrition care manager. Criteria for a dietitian referral includes concerns with intake that demonstrates a significant change over a 72 hour period.

A progress note stated that a resident had not eaten anything on a specific date. Three days later, the physician assistant assessed the resident noting that they had a significant decrease in the intake over three to four days. The resident's food and fluid intake records were reviewed for a 16 day time period and indicated the resident was drinking between 0-610 ml of fluid daily. A quarterly dietitian assessment completed approximately one month prior assessed the resident's fluid requirements between 2200-2300 ml per day.

Inspector reviewed all electronic and paper records for the resident and was unable to find any dietitian referrals during the time period the resident exhibited decreased food and fluid intake. During an interview with the Nutrition Care Manager (NCM) they indicated the dietitian was made aware over the phone of the resident's decrease in intake however they were unsure when they were notified as there is no referral. There is an assessment from the dietitian nine days after it was first documented the resident had poor food and fluid intake.

The licensee's policy "Hydration Status Assessment and Potential Treatment Options" policy states that Personal Support Worker's (PSWs) are to ensure all intake records for both food and solids are documented in point of care (POC) software after each meal and snack. The POC food and fluid intake record for the resident was not completed or had incomplete documentation on 17 dates during the time it was documented that the resident's food and fluid intake was poor.

The risk of not documenting dietitian referrals poses a risk to the resident as a referral may be missed, resulting in a longer wait time for the resident to be assessed. Lack of a referral also leaves the timeline between referral and assessment also remains unknown.

The risk of not documenting or having incomplete documentation for food and fluid intake poses a risk to the resident as poor intake may not be captured in a timely manner and therefore any required assessment may be delayed.

Sources: the licensee's Dietitian Referral policy #NC-CNS-1.6, Nutrition Status Assessment and Potential Treatment Options policy #OTP-HP-2.1, a resident's health care record including POC food and fluid intake records, and interviews with the NCM.[541]



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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