



Ministry of Health and
Long-Term Care

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

Ministère de la Santé et des
Soins de longue durée

Rapport d'inspection
prévus le Loi de 2007 les
foyers de soins de longue

Health System Accountability and Performance

Division

Performance Improvement and Compliance Branch

Division de la responsabilisation et de la
performance du système de santé

Direction de l'amélioration de la performance et de la
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Jan 30, Feb 8, 10, 13, 14, 21, 2012	2012_108110_0003	Complaint

Licensee/Titulaire de permis

RYKKA CARE CENTRES LP
50 SAMOR ROAD, SUITE 205, TORONTO, ON, M6A-1J6

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

HAWTHORNE PLACE CARE CENTRE
2045 FINCH AVENUE WEST, NORTH YORK, ON, M3N-1M9

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

DIANE BROWN (110)

Inspection Summary/Résumé de l'inspection

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

During the course of the inspection, the inspector(s) spoke with Administrator, Food Service Manager, Food Service Workers, Registered Dietitian, Program manager, Residents

During the course of the inspection, the inspector(s) observed food production and meal service, taste tested food, reviewed menus and recipes. Reviewed Resident Council and Food Council meeting minutes

The following Inspection Protocols were used during this inspection:

Food Quality

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Legend

WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order

Legendé

WN – Avis écrit
VPC – Plan de redressement volontaire
DR – Aiguillage au directeur
CO – Ordre de conformité
WAO – Ordres : travaux et activités

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.)

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

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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 72. Food production

Specifically failed to comply with the following subsections:

- s. 72. (2) The food production system must, at a minimum, provide for,**
- (a) a 24-hour supply of perishable and a three-day supply of non-perishable foods;**
 - (b) a three-day supply of nutritional supplements, enteral or parenteral formulas as applicable;**
 - (c) standardized recipes and production sheets for all menus;**
 - (d) preparation of all menu items according to the planned menu;**
 - (e) menu substitutions that are comparable to the planned menu;**
 - (f) communication to residents and staff of any menu substitutions; and**
 - (g) documentation on the production sheet of any menu substitutions. O. Reg. 79/10, s. 72 (2).**

- s. 72. (3) The licensee shall ensure that all food and fluids in the food production system are prepared, stored, and served using methods to,**
- (a) preserve taste, nutritive value, appearance and food quality; and**
 - (b) prevent adulteration, contamination and food borne illness. O. Reg. 79/10, s. 72 (3).**

Findings/Faits saillants :

1. Monday week 1 of the menu cycle at lunch, January 30th, 2012 residents on texture modified diets were not provided minced or pureed carrot pineapple salad according to the menu. The texture modified salads were taste tested and lacked a pineapple flavour. A food service worker interviewed stated they didn't have enough pineapple for the texture modified salads. The menu was not modified to reflect this omission. At the same meal residents on pureed textured diets were provide with an alternative pureed green vegetable not consistent in appearance or taste with the posted menu indicating coleslaw. A food service worker in the servery was unable to identify the pureed item. The food service worker who prepared the pureed vegetable stated it was green salad as they did not have enough coleslaw. The menu substitution was not communicated to residents and staff..

.Wednesday week 2 at lunch, Feb. 8th, 2012 residents were not served the beef pot pie according to the recipe. The recipe called for ingredients to be prepared however, the food service worker used a prepared product. The taste, nutritive value, appearance and food quality was altered in this substitution. ; Wax beans served along with the beef potpie were not prepared with red pepper according to the recipe.

At lunch, Feb. 8th, 2012 the leek and sweet potatoes soup prepared included red and green peppers, celery, garlic and pearl onions items not included in the recipe.[r. 72. (2) (d)]

2. The meat pies served at lunch Feb. 8th, 2012 were not prepared according to a recipe. Large bold printing on the case of meat pies stated "keep frozen"; however the meat pies were left at room temperature from 8:30am until 10:00am at which point they were placed in the oven for lunch.

The recipe for English-style Haddock served at lunch January 30th, 2012 states to follow manufacturer instructions; however, manufacturer instructions were not available. Practices related to the length of cooking time and oven temperature were questioned. Food service worker preparing the Haddock responded that he follows the recipe. However it was confirmed with food service worker that the recipe did not include preparation directions. French fries served at lunch January 30th, 2012 were identified and tasted to be a mixture of cooked and undercooked french fries. Frozen wax beans served at lunch Feb. 8th, 2012 were panned and placed in the refrigeration at 8:30am. The cooking instructions on the bags of frozen beans stated "do not thaw; cook from frozen".[r. 72. (3) (a)]

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 the food production system is followed to preserve taste, nutritive value, appearance and food quality., to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 101. Dealing with complaints
Specifically failed to comply with the following subsections:

s. 101. (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.

2. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 3 shall be provided as soon as possible in the circumstances.

3. A response shall be made to the person who made the complaint, indicating,

i. what the licensee has done to resolve the complaint, or

ii. that the licensee believes the complaint to be unfounded and the reasons for the belief. O. Reg. 79/10, s. 101 (1).

Findings/Faits saillants :

1. Interviews with residents revealed that food is bland and not well prepared. Food council meeting minutes of December 14th, 2011 identify the following "Would like to see a bit more spice used in the recipes to create better flavour."

Interview with residents revealed a preference for parmesan cheese to be served with spaghetti. Food Council meeting minutes of December 14th, 2011 identified a similar concern "when pasta is on the menu the residents would like to see parmesan cheese served with the meal as a choice."

Food Council meeting minutes of August 10th, 2011, September 14th, 2011, October 12th, 2011 and November 9th, 2011 include concerns that have not been investigated and resolved where possible within 10 business days of the receipt of the complaint. The administrator confirmed that she had not been made aware of any investigations or responses into complaints raised at Food Council meetings since her employment in the home approximately 1 year ago.

Issued on this 21st day of February, 2012



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

Travis Brown