



**Ministry of Health and
Long-Term Care**

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

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

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**Health System Accountability and
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**Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
performance et de la conformité**

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Nov 29, 2013	2013_191107_0019	H-000695- 13	Complaint

Licensee/Titulaire de permis

THE CORPORATION OF NORFOLK COUNTY
50 Colborne Street South, SIMCOE, ON, N3Y-3H3

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

NORVIEW LODGE
44 ROB BLAKE WAY, P. O. BOX 604, SIMCOE, ON, N3Y-4L8

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

MICHELLE WARRENER (107)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): November 5, 6, 2013

During the course of the inspection, the inspector(s) spoke with Residents, Director of Care, Nutrition Manager, Registered Dietitian, Registered nursing staff, and front line nursing and dietary staff

During the course of the inspection, the inspector(s) Toured the home, observed food production systems, and observed part of a meal service

The following Inspection Protocols were used during this inspection:

Food Quality



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Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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.)</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

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



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Specifically failed to comply with the following:

s. 72. (2) The food production system must, at a minimum, provide for,
(c) standardized recipes and production sheets for all menus; O. Reg. 79/10, s.
72 (2).

s. 72. (2) The food production system must, at a minimum, provide for,
(d) preparation of all menu items according to the planned menu; 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 O. Reg.
79/10, s. 72 (3).

Findings/Faits saillants :



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1. [O.Reg. 79/10, s. 72(2)(c)]

Standardized recipes were in place, however, portions required on the recipes were not always consistent with the number of servings required on the production sheets. Recipes were not adjusted to reflect the needs of the production sheets which would result in potential shortages/overages in production.

Some examples:

golden autumn pureed carrot soup - 30 portions on production sheet - recipe is for 12
hamburger on a bun - 87 required on production sheet - recipe is for 70
pineapple - production sheet requires 40 portions - recipe is for 70
corned beef brisket - require 88 portions regular on the production sheet - recipe is for 70
vegetables - production sheet requires 88 regular - recipe is for 70 [s. 72. (2) (c)]

2. [O.Reg. 79/10, s. 72(2)(d)]

Not all menu items were prepared according to the planned menu.

A) Numerous menu changes occurred from the planned Spring/Summer 2013 menus. Substitutions could have been prevented through advance preparation, adjusting production numbers, adjusting order guides, etc.

As per documentation on the menu substitution tracking sheets:

July 14, 2013 - three preventable menu changes (3 total menu changes)
July 20-28, 2013 - ten preventable menu changes (13 total menu changes)
July 29-August 2, 2013 - five preventable menu changes (7 total menu changes)
August 8-11, 2013 - four preventable menu changes (7 total menu changes)
August 12-15, 2013 - four preventable menu changes (7 total menu changes)
August 16-26, 2013 - seven preventable menu changes (10 total menu changes)
August 27-31, 2013 - seven preventable menu changes (11 total menu changes)
August 31-September 7, 2013 - four preventable menu changes (nine total menu changes)
September 9-12, 2013 - one preventable menu change (3 total menu changes)
September 18-22, 2013 - two preventable menu changes (5 total menu changes)
September 19, 2013 - two preventable menu changes (4 total menu changes)
September 30-October 5, 2013 - six preventable menu changes (6 total menu changes)
October 2-12, 2013 - five preventable menu changes (10 total menu changes)
October 8-18, 2013 - eight preventable menu changes (14 total menu changes)
October 16-25, 2013 - four preventable menu changes (7 total menu changes)
October 28-29, 2013 - five preventable menu changes (6 total menu changes)



B) During interview, three residents voiced concerns over the menu not matching what was offered at meal times. [s. 72. (2) (d)]

3. [O.Reg. 79/10, s. 72(3)(a)]

Not all food was prepared, stored, and served using methods that preserved taste, nutritive value, appearance and food quality.

A) Food prepared for the texture modified menus was prepared and cooked a day in advance, cooled, and then re-heated for the next day meal service (breaded minced fish, vegetables, meats). Meals for regular texture were cooked the same day. Residents receiving texture modified meals are not served the same level of quality as those on regular texture menus. Food was exposed to heat twice, reducing the nutritive value and quality of the food, and food temperatures were not recorded to ensure safety during the cooling process. Recipes reflected same day preparation and service and were not consistent with the method staff used to prepare the meals.

B) Vegetables for the texture modified menus were thawed, texture modified, refrigerated and then cooked the next day. Package directions and recipes directed staff to prepare from frozen state. The thawing vegetables in the refrigerator were observed sitting in a large amount of water and staff had to add thickener, resulting in changes to taste and appearance. Vegetables were in the steamer prior to 1430 hours for the supper meal when the recipe stated to steam for 20 minutes, resulting in prolonged exposure to heat and reduced quality when hot held for the supper meal.

C) Staff preparing foods did not always follow the recipes, resulting in variations in quality and food shortages. The recipe for flat iron steaks required cooking for 16-20 minutes and stated "Do not overcook". The steaks had completed cooking and were hot held at 1445 hours for the supper meal. The recipe for pureed flat iron steak required the in-house texture modification of the regular texture flat iron steak. Staff preparing the meal did not refer to the recipe and used a purchased beef product. As a result, there was insufficient quantity and one dining room was served pureed chicken as a substitution. The recipe for pork with mushroom sauce directed staff to marinate the pork chops in mushroom sauce for four hours then bake for 40 mins in the mushroom sauce. The minced pork chops were to be prepared from the original recipe. The cook took the pork chops out of oven at 1454 hours (cooked separately from the mushroom sauce) then placed the chops in the mushroom sauce and into oven again. The pork chops were hot held until the supper meal. Minced and pureed meat for the supper meal (pork and flap steak) were in the steamer prior to 1430 for the supper meal. The recipe for pureed pork with mushroom sauce directed staff to bake for 20-25 minutes.



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D) The texture of the pureed bread was soupy and was running into other items on residents' plates in multiple home areas. The nutritive value, texture, and appearance was altered by the addition of too much fluid in the preparation of the pureed bread. [s. 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 with s. 72(2)(c), 72(2)(d), and 72(3)(a), to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 73. Dining and snack service

Specifically failed to comply with the following:

s. 73. (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

1. Communication of the seven-day and daily menus to residents. O. Reg. 79/10, s. 73 (1).

Findings/Faits saillants :

1. [O.Reg. 79/10, s. 73(1)1]

Communication of the seven-day menu was not provided for residents in three dining areas. The home was on Tuesday of the Week 2 menus, however, menus posted in the dining/home areas reflected Week 1 menus. During interview, two residents identified concerns with communication of the menus and menu changes. [s. 73. (1) 1.]



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Issued on this 29th day of November, 2013

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

H. Wanner, RD