



**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
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 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
Feb 7, 2013	2013_190159_0001	H-001064- 12	Complaint

Licensee/Titulaire de permis

**ST. JOSEPH'S HEALTH SYSTEM
56 GOVERNOR'S ROAD, DUNDAS, ON, L9H-5G7**

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

**ST JOSEPH'S VILLA, DUNDAS
56 GOVERNOR'S ROAD, DUNDAS, ON, L9H-5G7**

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

ASHA SEHGAL (159)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): January 28, 29, 30,
February 1, 2013

During the course of the inspection, the inspector(s) spoke with Administrator,
Director of Care, Registered Practical Nurses, Registered Dietitian, Food Service
Supervisor, Personal Care Aides, Dietary Staff and Residents.

During the course of the inspection, the inspector(s) reviewed Food and Fluid
intake record, observed afternoon nourishment pass and dining service in two
home areas and reviewed menus.

Ad-hoc notes were used during this inspection.

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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. 71. Menu planning

Specifically failed to comply with the following:

s. 71. (3) The licensee shall ensure that each resident is offered a minimum of, (c) a snack in the afternoon and evening. O. Reg. 79/10, s. 71 (3).

Findings/Faits saillants :



1. The licensee did not ensure that each resident was offered a snack in the afternoon and evening O.Reg.79/10, s. 71(3)(c)

On January 30, 2013, the inspector entered the servery area on the fourth floor (Cherry and Oak home areas) and inspected the refrigerators. Six small plastic cups dated January 28, 2013 were found in the refrigerator in Cherry home area. The evening and afternoon nourishment snack cups were labelled and dated January 28, 2013. A dietary staff person working on the fourth floor, confirmed that the snacks were for the pureed diet sent from the kitchen on January 28, 2013 and were to be served in the afternoon and evening of January 29, 2013.

Fifteen small plastic cups of the evening and afternoon nourishment snacks dated January 27, 2013 and January 28, 2013 were also found in the servery refrigerators on the third floor, Cedar and Primrose home areas. A dietary aide confirmed that the dated afternoon and evening nourishment snacks were from the previous day January 29, 2013 and were to have been offered to residents.

Dietary staff interview confirmed that dietary department delivers dated afternoon and evening snacks to the servery area for distribution at the afternoon and evening snacks. The afternoon nourishment snacks are served by the dietary staff and the evening snacks are to be offered by the nursing staff of the home area and residents are to receive assistance as required. Interview with the Food Service Supervisor and the staff confirmed that the afternoon and the evening nourishment snacks dated January 27 and 28, 2013 found in the refrigerators January 30, 2013 were not offered to residents.

Two afternoon and evening nourishment snacks dated January 28, 2013 were found in the refrigerator and were labeled with the date, time and names of two identified residents from the Primrose home area. The food and fluid intake records of these two residents were reviewed. Documentation on the food and fluid intake records of these two residents indicated that on January 29, 2013, these two residents had consumed their afternoon and evening nourishment snacks even though their unconsumed nourishment snacks were found in the refrigerator on January 30, 2013. [s. 71. (3) (c)]

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 ensure that each resident is offered a snack in the afternoon and evening, to be implemented voluntarily.



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Issued on this 11th day of February, 2013

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

ASHA SEHGAL