



**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 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
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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Dec 22, 2014	2014_263524_0044	009192-14	Complaint

Licensee/Titulaire de permis

THE HOMEWOOD CORPORATION
150 DELHI STREET GUELPH ON N1E 6K9

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

THE VILLAGE OF GLENDALE CROSSING
3030 Singleton Avenue LONDON ON N6L 0B6

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

INA REYNOLDS (524)

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): December 18, 2014

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Food Services, two cooks, three Dietary Aides and three Personal Support Workers.

The following Inspection Protocols were used during this inspection:



Dining Observation Food Quality

During the course of this inspection, Non-Compliances were issued.

- 3 WN(s)
- 2 VPC(s)
- 0 CO(s)
- 0 DR(s)
- 0 WAO(s)

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. 8. Policies, etc., to be followed, and records

Specifically failed to comply with the following:

s. 8. (1) 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,

(a) is in compliance with and is implemented in accordance with applicable requirements under the Act; and O. Reg. 79/10, s. 8 (1).

(b) is complied with. O. Reg. 79/10, s. 8 (1).

Findings/Faits saillants :

1. The licensee has failed to ensure that any plan, policy, protocol, procedure, strategy or system instituted or otherwise put in place is complied with.

A review of the home's "Sanitation / Infection Control: Food Temperature Control" policy dated January 2013 revealed "4. Food temperature checks must be conducted daily, just prior to food leaving the kitchen, at point of service, and at end of service. 6. Food Temperatures will be recorded daily on an appropriate form."

Review of the Production Worksheet temperature logs between October 25 to November 30, 2014 revealed food temperatures were not recorded at point of service for numerous meals.

Interview with the Director of Dietary Services revealed the home's expectation is that food temperatures are recorded at point of service to verify the temperatures of the food served and that the policy is complied with. [s. 8. (1) (b)]



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 any plan, policy, protocol, procedure, strategy or system instituted or otherwise put in place is complied with, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 72. Food production

Specifically failed to comply with the following:

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).

s. 72. (7) The licensee shall ensure that the home has and that the staff of the home comply with,
(c) a cleaning schedule for the food production, servery and dishwashing areas. O. Reg. 79/10, s. 72 (7).

Findings/Faits saillants :

1. The licensee has failed to ensure that all food and fluids in the food production system were prepared and served using methods to preserve taste, nutritive value, appearance and food quality.

Observation of the food production area in the main kitchen and staff interviews revealed the home did not follow the standardized recipes. The recipe for the soup directed staff to use vegetable broth, cauliflower, sliced carrots, zucchini squash, cumin seed, pepper, parsley and buttermilk. The cook shared that the recipe was not available at the time of production and used chicken broth, mixed vegetables, pepper and bay leaves, compromising the taste and nutritive value of the soup.

The recipe and production summary sheets for the salad plate directed staff to serve



cottage cheese on lettuce, homemade macaroni salad and marinated tomatoes. Observation of the meal service in the dining room revealed staff served cottage cheese without lettuce, and added jello and fruit to the plate. The consistency of the pureed fruit was noted to be runny and the pureed bread and pureed fruit ran into each other when served on the plate compromising the taste, appearance and quality of the menu items.

Review of the recipes revealed the recipes were not scaled and adjusted for the number of servings required. For example, the chicken recipe available for the menu was for a yield of 193 servings. The cook confirmed the required servings would be less. No recipes were available for the alternate entrée items.

Interview with the Director of Food Services revealed the home's expectation is that standardized recipes are available for staff to prepare the menu items and that the home was currently upgrading the recipe software system. [s. 72. (3) (a)]

2. The licensee has failed to ensure that the staff of the home comply with a cleaning schedule for the food production, servery and dishwashing areas.

Observation of the food production area, serveries and dishwashing areas revealed the following:

- the floor space in the freezer had a build-up of debris and boxes were stored on the floor
- the food storage bins in the grocery storeroom had a build-up of hard encrusted substance on them; and one of the storage bin lid was cracked
- there was a build-up of dirt, stains and food debris on the bottom shelves of the stainless steel worktables
- the food blender was visibly soiled with caked on red and brown food substances
- the kettle and steamer had visible stains, spills and liquid debris on them
- the bussing bins holding clean serving utensils contained food particles and debris
- the top of the stove and inside of holding ovens were encrusted with black burned on food particles
- there was a buildup of debris under the sink in the dishwashing area and a leaking water pipe was observed under the dishwasher
- the walls in some of the servery areas were visibly soiled with dried food and liquid debris.

The Director of Food Services confirmed there is no documented evidence that the cleaning duties assigned to work routines for the food production equipment, servery and dishwashing areas have been complied with. [s. 72. (7) (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 to ensure that all food and fluids in the food production system were prepared and served using methods to preserve taste, nutritive value, appearance and food quality and to ensure that the staff of the home comply with a cleaning schedule for the food production, servery and dishwashing areas, to be implemented voluntarily.

WN #3: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents. 2007, c. 8, s. 5.

Findings/Faits saillants :

1. The licensee has failed to ensure that the home is a safe and secure environment for its residents.

Observation of the servery on a resident care area revealed the servery door was unlocked, with no staff member in attendance. Residents had access to a hot water dispenser with a sign that stated "Very hot water. Use with Care". This was confirmed by two Personal Support Workers who immediately secured the door.

Observation of the servery in another resident care area revealed the servery door was unlocked and unattended. A sign on the servery door stated "Please close and lock servery doors". A Personal Support Worker confirmed the door was unlocked and unattended.

Interview with the Administrator and Director of Food Services revealed that the home's expectation is that the servery doors are locked when unattended and that the home be a safe and secure environment for its residents. [s. 5.]



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Issued on this 22nd day of December, 2014

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

Original report signed by the inspector.