



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

**Rapport d'inspection
prévues le Loi de 2007
les foyers de soins de
longue durée**

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

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Date(s) of inspection/Date de l'inspection September 10 th , 2010	Inspection No/ d'inspection 2010_110_2658_10sept101218	Type of Inspection/Genre d'inspection Complaint O 01117
Licensee/Titulaire Chartwell Master Care LP		
Long-Term Care Home/Foyer de soins de longue durée Ballycliffe Lodge Nursing Home		
Name of Inspector(s)/Nom de l'inspecteur(s) Diane Brown, RD		

Inspection Summary/Sommaire d'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
- Dietary Aide
- Personal Support Workers
- Charge Nurse, RN
- Director of Care

During the course of the inspection, the inspector(s): observed meal service.

The following Inspection Protocols were used in part or in whole during this inspection:

Findings of Non-Compliance were found during this inspection. The following action was taken:

3 WN



NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

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

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.)

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with LTCHA 2007, S.O. 2007, c. 8, s. 6 (1). Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out, clear directions to staff and others who provide direct care to the resident.

Findings:

1. Identified resident's plan of care for therapeutic diet did not set out clear directions for the staff and others who provide direct care to the residents. The Food Service Manager, Dietary Aide and Registered Nurse available at the lunch meal were unable to demonstrate verbally an understanding of the resident's dietary restrictions or confirm this resident's dietary restriction from the home's menu. Identified resident was served a beverage, soup serving size, entree and dessert serving size contrary to resident's dietary needs at the lunch meal on September 10th, 2010

Inspector ID #: #110

Additional Required Actions:

None

WN #2: The Licensee has failed to comply with O. Reg. 79/10 s. 71(5) The licensee shall ensure that an individualized menu is developed for each resident whose needs cannot be met through the home's menu cycle.

Findings:

1. Identified resident did not have an individualized menu developed to meet his/her dietary needs for a therapeutic diet. Resident was served a beverage, soup serving size, entree and dessert serving size contrary to his dietary needs at the lunch meal on September 10th, 2010. Menu items appropriate for resident's diet were not prepared and available at the September 10th, 2010 lunch meal.
2. Identified resident did not have an individualized menu developed to meet his/her dietary needs for a therapeutic diet. Resident was served a dessert contrary to his/her dietary needs at the lunch meal on September 10th, 2010. A modified dessert menu item was not prepared and available at this observed lunch meal.

Inspector ID #: #110

Additional Required Actions:

None

WN #3: The Licensee has failed to comply with O. Reg. 79/10 s. 73 (1)5 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: A process to ensure that food service workers and other staff assisting residents are aware of the



residents' diets, special needs and preferences.

Findings:

1. At the lunch meal on September 10th, 2010 a personal support worker (PSW) serving an identified resident's on a therapeutic diet. The PSW was not aware that resident required a therapeutic diet when interviewed. Staff did not serve resident a therapeutic diet dessert choice at the observed lunch meal on September 10th, 2010
2. At the lunch meal on September 10th, 2010 a dietary aide and PSW serving and assisting an identified resident were not aware of the resident's dietary restrictions and therapeutic diet. Resident was served and assisted with food and beverage not appropriate to his/her dietary needs.
3. A registered staff supervising the September 10th lunch meal was not aware of an identified resident's dietary restrictions; resident was served foods not appropriate to his dietary needs.

Inspector ID #: #110

Additional Required Actions:

None

Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division
representative/Signature du (de la) représentant(e) de la Division de la
responsabilisation et de la performance du système de santé.

Brown
Oct 1, 2010

Title: **Date:**

Date of Report: (if different from date(s) of inspection).

Oct 1, 2010