



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  
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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Apr 8, 2013	2013_108110_0003	T-141-12	Complaint

**Licensee/Titulaire de permis**

TORONTO LONG-TERM CARE HOMES AND SERVICES  
55 JOHN STREET, METRO HALL, 11th FLOOR, TORONTO, ON, M5V-3C6

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

CASTLEVIEW WYCHWOOD TOWERS  
351 CHRISTIE STREET, TORONTO, ON, M6G-3C3

**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.

This inspection was conducted on the following date(s): March 26th, 27th and April 4th, 2013

During the course of the inspection, the inspector(s) spoke with Acting Administrator, Food Production Manager, Registered Staff, Personal Care Assistant(s)(PCA)

During the course of the inspection, the inspector(s) Reviewed qualifications of cooks and Food Service Workers; Observed meal service; Observed resident care as it pertained to this inspection. Reviewed resident health record, Resident Council meeting minutes and Food Council Meeting Minutes. Reviewed relevant home policies.

This inspection related to LOG # T141-12

The following Inspection Protocols were used during this inspection:

- Food Quality
- Sufficient Staffing

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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**Issued on this 8th day of April, 2013**

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

*Diane Brown*



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 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.

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

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. 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:**

**6. Food and fluids being served at a temperature that is both safe and palatable to the residents. O. Reg. 79/10, s. 73 (1).**

**Findings/Faits saillants :**

At lunch on March 26th, 2013 Resident #1's hot food was served and consumed at a temperature that was not palatable to this resident. Resident #1 is provided tray service in his room. An interview conducted with resident #1 revealed that hot food is often not hot enough and that often he asks staff to warm it up. An interview with a PCA confirm that the resident often complains that his food is not hot enough. The temperature was taken of resident #1's lunch meal on March 26th, 2013 and hot items were well below the reported expected serving temperature stated by the Food Production Manager. The homes policy "Meal Service Temperature Audit" FN-0313-01 Published 01-07-2010" states specific residents may require foods/fluids extra hot, they will be provided food/fluid at preferred temperatures as appropriate." [s. 73. (1) 6.]