

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Toronto District

5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Amended Public Report Cover Sheet (A1)

Amended Report Issue Date: January 6, 2025

Original Report Issue Date: December 20, 2024

Inspection Number: 2024-1247-0003 (A1)

Inspection Type:

Critical Incident

Licensee: The Rekai Centres

Long Term Care Home and City: Sherbourne Place, Toronto

AMENDED INSPECTION SUMMARY

This report has been amended to:

NC #003 (Written Notification, WN) was removed following a report meeting with the home.
NC #001 and NC #002 were not amended, therefore the served date remains December 20, 2024.

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INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 10-11, and December 16, 2024

The inspection occurred offsite on the following date(s): December 13, 2024

The following intake(s) were inspected:

- Intake #00126663 was related to an outbreak.
- Intake #00128958 was related to a fall resulting in injury.

The following **Inspection Protocols** were used during this inspection:

Food, Nutrition and Hydration

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Infection Prevention and Control
Falls Prevention and Management

AMENDED INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

Non-compliance with: FLTCA, 2021, s. 6 (1) (c)

Plan of care

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,

(c) clear directions to staff and others who provide direct care to the resident; and

The licensee has failed to ensure that the written plan of care for a resident sets out clear directions to staff and others who provided direct care to the resident, specifically related to a falls prevention intervention.

Rationale and Summary

A resident's care plan indicated that they were unable to use a falls prevention intervention but the resident's care plan also described how staff were to implement this intervention.

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Management staff indicated that the falls prevention intervention should be removed from the care plan.

Management staff acknowledged that clear directions were not provided to staff regarding the resident's falls prevention interventions.

On December 16, 2024, the intervention was removed from the care plan.

Sources: Review of the resident's care plan, Interview with relevant staff. [000857]

Date Remedy Implemented: December 16, 2024

WRITTEN NOTIFICATION: DINING AND SNACK SERVICE

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 79 (1) 5.

Dining and snack service

s. 79 (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:

5. Food and fluids being served at a temperature that is both safe and palatable to the residents.

The licensee failed to ensure that food was being served at a temperature that was palatable to a resident.

Rationale and Summary

A staff member served a hot meal to a resident in their room which the resident refused. The meal was left at the resident's bedside and was re-offered at 41 minutes and one hour, but the resident refused.

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Management staff indicated that, when the resident refused food that would be offered again later, staff were expected to place food in a warming cart. Management staff acknowledged that the meal was not served to the resident at a palatable temperature when it was offered 41 minutes and one hour after being left at the resident's bedside.

Failure to serve food at a palatable temperature for the resident may affect the resident's enjoyment of the food or willingness to eat.

Sources: Observation on December 10, 2024, Review of planned menu, Interview with relevant staff. [000857]