



**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
prévues le Loi de 2007 les
foyers de soins de longue**

**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**

London Service Area Office
291 King Street, 4th Floor
LONDON, ON, N6B-1R8
Telephone: (519) 675-7680
Facsimile: (519) 675-7685

Bureau régional de services de London
291, rue King, 4^{ième} étage
LONDON, ON, N6B-1R8
Téléphone: (519) 675-7680
Télécopieur: (519) 675-7685

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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Jan 25, Feb 14, 15, 23, 2012	2012_023155_0004	Complaint

Licensee/Titulaire de permis

PROVINCIAL NURSING HOME LIMITED PARTNERSHIP
1090 MORAND STREET, WINDSOR, ON, N9G-1J6

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

ERRINRUNG NURSING HOME, DIVISION OF PROVINCIAL NURSING HOME LIMITED PARTNERSHIP
67 Bruce Street, P.O. Box 7069, THORNBURY, ON, N0H-2P0

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

SHARON PERRY (155)

Inspection Summary/Résumé de l'inspection

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

During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Nutrition Manager, (2) Dietary Aides, (2) Cooks, (2) Personal Support Workers and Residents.

During the course of the inspection, the inspector(s) toured the old and new kitchens; observed lunch meal in the South and North dining rooms; reviewed dietary daily cleaning schedules; reviewed food storage policy and procedure; reviewed Food Committee meeting minutes and reviewed food temperature records.

The log number of this inspection is L-000093-12.

The following Inspection Protocols were used during this inspection:

Dining Observation

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Legend	Legende
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
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 LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services
Specifically failed to comply with the following subsections:

s. 15. (2) Every licensee of a long-term care home shall ensure that,
(a) the home, furnishings and equipment are kept clean and sanitary;
(b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and
(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).

Findings/Faits saillants :

1. The counter top in the South servery was missing the melamin edging exposing the press board. There was also a hole in the counter top from where a sink use to be located and this exposes the press board. To cover this hole a piece of melamin is used however the back of this was soiled and black in colour.

The sink in the old kitchen was noted to have a bucket under it that was half full of liquid. Staff confirmed that this was because the sink leaked and that it has been that way for over a year. The counter top in the old kitchen was noted to have melamin missing next to the cold water tap and there was a hole about 3 cm deep into the press board. There was also press board exposed in front of these sink taps and the area was black in colour. The floor under this sink was missing tile.

The wall areas around the dish machines in both the old kitchen and new kitchen were noted to have black mildew present.

[LTCHA, 2007, S.O. 2007, c.8, s.15.(2)(c)]

2. The food and juice carts in the North and South dining rooms were noted to have dried spilled beverages on all three shelves of the cart. The cleaning schedules indicate that these carts are cleaned daily. A staff member agreed that the spills on the cart indicated that the carts had not been cleaned daily.

Floors in the old kitchen and new kitchen were noted to have dirt/debris buildup in the corners and along the edging where the wall meets the floor. The Nutrition Manager was not sure when these floor edges were scheduled for cleaning. The walls around the dish machine in the old kitchen and the new kitchen had black mildew present.

[LTCHA, 2007, S.O. 2007, c.8, s.15.(2)(a)]

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 that the home, furnishings and equipment are kept clean and sanitary; and that the home, furnishings and equipment are maintained in a safe condition and in a good state of repair, to be implemented voluntarily.

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



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Specifically failed to comply with the following subsections:

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

(b) prevent adulteration, contamination and food borne illness. 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,

(a) policies and procedures for the safe operation and cleaning of equipment related to the food production system and dining and snack service;

(b) a cleaning schedule for all the equipment; and

(c) a cleaning schedule for the food production, servery and dishwashing areas. O. Reg. 79/10, s. 72 (7).

Findings/Faits saillants :

1. The home has daily cleaning schedules however they are not complied with by staff as evidenced by the juice carts in both the north and south dining rooms were noted to have numerous dried fluid spills on all three levels of each cart. A staff member agreed that these carts had not been cleaned in accordance with the daily cleaning schedule.[O.Reg. 79/10, s.72.(7)(c)]

2. The fridge in the South servery had Pride of BC thickened cranberry cocktail-honey thick and thickened apple juice that was opened and not dated.

The fridge in the North servery had Pride of BC thickened orange juice-honey thick that was opened and not dated.

There was also prunes in disposable dishes covered with plastic wrap that were labeled with resident's first names and extra but were not dated.

[O.Reg. 79/10, s.72.(3)(b)]

Issued on this 23rd day of February, 2012

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