



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

**Rapport d'inspection  
prévue 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	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
September 27-28, 2010	2010_171_2904_27Sep112117	Complaint L-00810

**Licensee/Titulaire**  
Extendicare (Canada) Inc. 3000 Steeles Avenue East, Suite 700, Markham, ON, L3R 9W2

**Long-Term Care Home/Foyer de soins de longue durée**  
Extendicare Tecumseh, 2475 St. Alphonse St., Tecumseh, ON, N8N 2X2

**Name of Inspector(s)/Nom de l'inspecteur(s)**  
Elisa Wilson (#171)

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a complaint inspection regarding food quality.

During the course of the inspection, the inspector spoke with: the acting administrator, director of care, acting assistant director of care, foodservices manager, cook, dietary staff, nursing staff, residents, and family members of residents.

The inspector observed a breakfast, lunch and dinner service in 3 different Home areas. Resident council minutes, foodservice surveys and foodservice audits were reviewed. Production sheets and recipes were reviewed and the food served to residents for dinner on September 27, 2010 was taste tested.

The following Inspection Protocols were used during this inspection:  
Dining Observation  
Food Quality

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



**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 O. Reg. 79/10, s.72(4)(c). The licensee shall maintain, and keep for at least one year, a record of, (c) menu substitutions.

**Findings:**

1. Records of menu substitutions are not being maintained and kept. No documentation is available of dates or food items used for any menu substitutions that have occurred.

**WN #2:** The Licensee has failed to comply with O.Reg. 79/10, s. 228.1 and 4. Every licensee of a long-term care home shall ensure that the quality improvement and utilization review system required under section 84 of the Act complies with the following requirements:

1. There must be a written description of the system that includes its goals, objectives, policies, procedures, and protocols and a process to identify initiatives to review.
4. A record must be maintained by the licensee setting out,
  - i) the matters referred to in paragraph 3,
  - ii) the names of the persons who participated in evaluations, and the dates improvements were implemented, and
  - iii) the communications under paragraph 3.

**Findings:**

1. The food service department is doing some audits and surveys but does not have a written description of the quality improvement system. There are no documented records of persons participating in evaluations of food improvements, the dates the improvements were implemented and the communications that are required to residents and staff.

**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 with quality improvement systems in foodservices, to be implemented voluntarily.

<b>Signature of Licensee or Representative of Licensee</b> <b>Signature du Titulaire du représentant désigné</b>	<b>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.</b>  <i>Elisa Wilson</i>
<b>Title:</b>  <b>Date:</b>	<b>Date of Report: (if different from date(s) of inspection).</b>  Oct. 8, 2010