



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 prévue 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

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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
Oct 23, 24, <del>25, 26</del> , 2012	2012_202165_0001	Complaint

**Licensee/Titulaire de permis**

FOYER RICHELIEU WELLAND  
 655 Tanguay Ave, WELLAND, ON, L3B-6A1

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

FOYER RICHELIEU WELLAND  
 655 TANGUAY AVENUE, WELLAND, ON, L3B-6A1

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

TAMMY SZYMANOWSKI (165)

**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 the Administrator, the Food Service Manager, dietary staff and residents in relation to complaint inspection H-02321-11.

During the course of the inspection, the inspector(s) observed meal service, reviewed therapeutic menu and production system, reviewed resident council minutes and reviewed clinical health records.

The following Inspection Protocols were used during this inspection:

Food Quality

Nutrition and Hydration

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**



<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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.)</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 71. Menu planning**  
Specifically failed to comply with the following subsections:

- s. 71. (1) Every licensee of a long-term care home shall ensure that the home's menu cycle,
- (a) is a minimum of 21 days in duration;
  - (b) includes menus for regular, therapeutic and texture modified diets for both meals and snacks;
  - (c) includes alternative choices of entrees, vegetables and desserts at lunch and dinner;
  - (d) includes alternative beverage choices at meals and snacks;
  - (e) is approved by a registered dietitian who is a member of the staff of the home;
  - (f) is reviewed by the Residents' Council for the home; and
  - (g) is reviewed and updated at least annually. O. Reg. 79/10, s. 71 (1).

**Findings/Faits saillants :**

1. The licensee of the long term care home did not ensure that the home's menu cycle included alternative choices of entrees, vegetables and desserts at lunch and dinner. The home's planned menu for Tuesday week 2 only indicated a baked potato and broccoli for one of the lunch meal choices. The Food Service Manager confirmed that residents were not offered an entree as part of this lunch meal choice from at least November 2011 until July 10, 2012.s71(1)(c)

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 73. Dining and snack service**

Specifically failed to comply with the following subsections:

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:

1. Communication of the seven-day and daily menus to residents.
2. Review, subject to compliance with subsection 71 (6), of meal and snack times by the Residents' Council.
3. Meal service in a congregate dining setting unless a resident's assessed needs indicate otherwise.
4. Monitoring of all residents during meals.
5. A process to ensure that food service workers and other staff assisting residents are aware of the residents' diets, special needs and preferences.
6. Food and fluids being served at a temperature that is both safe and palatable to the residents.
7. Sufficient time for every resident to eat at his or her own pace.
8. Course by course service of meals for each resident, unless otherwise indicated by the resident or by the resident's assessed needs.
9. Providing residents with any eating aids, assistive devices, personal assistance and encouragement required to safely eat and drink as comfortably and independently as possible.
10. Proper techniques to assist residents with eating, including safe positioning of residents who require assistance.
11. Appropriate furnishings and equipment in resident dining areas, including comfortable dining room chairs and dining room tables at an appropriate height to meet the needs of all residents and appropriate seating for staff who are assisting residents to eat. O. Reg. 79/10, s. 73 (1).

**Findings/Faits saillants :**

1. The licensee of the long term care home did not ensure that the home had a dining and snack service that included communication of the seven-day and daily menus to residents.  
The home's menu that included at least twelve planned menu changes since May 2012 were not changed and communicated to resident's on the posted seven-day menus. The daily supper menu for October 23, 2012 indicated residents were to receive oven browned potatoes however; the cook confirmed that rice was being served instead. The food service manager confirmed that the planned changes were not communicated on the seven-day and daily menus to residents.s71(1)1.

Issued on this 26th day of October, 2012

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

