

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

Ottawa District
347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Original Public Report

Report Issue Date: February 29, 2024	
Inspection Number: 2024-1557-0002	
Inspection Type: Proactive Compliance Inspection	
Licensee: The Corporation of the County of Hastings	
Long Term Care Home and City: Hastings Centennial Manor, Bancroft	
Lead Inspector Cathi Kerr (641)	Inspector Digital Signature
Additional Inspector(s) Stephanie Fitzgerald (741726)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 13, 14, 15, 16, 20, 21, 22, 2024

The inspection occurred offsite on the following date(s): February 22, 2024

The following intake(s) were inspected:

- Intake: #00108717 - PCI

The following Inspection Protocols were used during this inspection:

Skin and Wound Prevention and Management
Resident Care and Support Services
Food, Nutrition and Hydration

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Medication Management
Residents' and Family Councils
Infection Prevention and Control
Prevention of Abuse and Neglect
Quality Improvement
Residents' Rights and Choices
Pain Management
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Menu planning

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

Non-compliance with: O. Reg. 246/22, s. 77 (3)

Menu planning

s. 77 (3) The licensee shall ensure that a written record is kept of the evaluation under clause (2) (b) that includes the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that the changes were implemented. O. Reg. 246/22, s. 390 (1).

The licensee has failed to ensure that a written record was kept of the menu cycle evaluation that included the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that the changes were implemented.

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Rationale & Summary

While conducting a review of the home's most recent menu cycle evaluation, it was noted that the evaluation did not include the date the evaluation occurred, names of those who participated in the evaluation, or a summary of the changes made and the date they were implemented. This was confirmed during interviews with the Food Service Supervisor and Registered Dietitian.

By not including the required components within the written record of the menu cycle evaluation, there is a risk of the record being unclear, as to when and who completed the evaluation.

Sources: Long-Term Care Menu Audit tool for Spring/Summer 2023, Interviews with the Food Service Supervisor and Registered Dietitian. [741726]