



**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**

Division de la responsabilisation et de la performance du
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Date(s) of inspection/Date de l'inspection January 13 and February 10, 2011	Inspection No/ d'inspection 011_128_2093_13Jan063032	Type of Inspection/Genre d'inspection L-00037 –Dietary Follow-up
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Licensee/Titulaire
Caressant-Care Nursing and Retirement Homes Limited, 264 Norwich Avenue, Woodstock, ON N4S 3V9

Long-Term Care Home/Foyer de soins de longue durée
Maples Home for Seniors, 94 William St. S., P.O. Box 400, Tavistock, ON N0B 2R0

Name of Inspector(s)/Nom de l'inspecteur(s)
Ruth Hildebrand (ID #128)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a Dietary inspection to follow-up on issues identified at a dietary review conducted in November 2008. The following previously identified Unmet Criteria from the Program Manual that applied when the Home was governed by the Nursing Home Act were identified:
P1.11 as related to food handler training;
P1.14 as related to standardized food service practices; and
P1.22 as related to portion sizes; and
B2.4 as related to care plans providing clear directions.

During the course of the inspection, the inspector spoke with the Administrator, Director of Care, Nutrition Manager, Registered Nurse, cook, 2 dietary aides, 3 personal support workers and a housekeeping aide.

During the course of the inspection, the inspector reviewed food handler training records, food production sheets and standardized recipes. The lunch meal was partially observed on January 13, 2011. Lunch was observed in both the Maples and Main dining rooms on February 10, 2011. Resident records, including plans of care were reviewed.

- The following Inspection Protocols were used in part or in whole during this inspection:
- Sufficient staffing
 - Food Quality
 - Nutrition and Hydration

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

2 WN

Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance.

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(2)(c)

The food production system must, at a minimum, provide for, standardized recipes and production sheets for all menus.

Findings:

The Nutrition Manager confirmed that the home does not have standardized recipes and production sheets that meet the required quantities for all menus.

WN #2: The Licensee has failed to comply with O. Reg. 79/10, s. 91

Every licensee of a long-term care home shall ensure that all hazardous substances at the home are labelled properly and are kept inaccessible to residents at all times.

Findings:

At 12:50p.m., February 10, 2011, a housekeeping cart was found open and unattended in the dining room while residents were still seated. It contained hazardous chemicals including R2a disinfectant and toilet bowl cleaner. The Director of Care acknowledged that this was unsafe.

CORRECTED NON-COMPLIANCE
Non-respects à Corrigé

REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ORDER #	INSPECTION REPORT #	INSPECTOR ID #
P1.11, LTC Homes Program Manual, now found in O. Reg.79/10 s.78(4)(a)	Unmet Criterion		Dietary Review from November 2008	128
P1.22, LTC Homes Program Manual, now found in O. Reg.79/10 s. 73(1) 5	Unmet Criterion		Dietary Review from November 2008	128
B2.4, LTC Homes Program Manual, now found in LTCHA, 2007, S.O. 2007, c.8, s. 6 (1)(c).	Unmet Criterion		Dietary Review from November 2008	128



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le Loi de 2007 les
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Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné	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.
Title:	February 15, 2011 <i>Ruth Skelton</i>
Date:	Date of Report: (if different from date(s) of inspection).