

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
soins de longue durée
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Feb 11, 2021	2021_770178_0001	017751-20, 025923- 20, 001678-21	Complaint

Licensee/Titulaire de permisMarianhill Inc.
600 Cecelia Street Pembroke ON K8A 7Z3**Long-Term Care Home/Foyer de soins de longue durée**Marianhill Nursing Home
600 Cecelia Street Pembroke ON K8A 7Z3**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

SUSAN LUI (178)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): January 20-22, 25-29, 2021, February 2-4, 10, 2021.

The following intakes were completed in this complaint inspection:

Log #017751-20 was related to dining and snack service, oral care, maintenance services, communication and response system;

Log #025923-20 was related to dining and snack service, housekeeping, and bathing;

Log #001678-21 was related to sufficient staffing, maintenance services, infection prevention and control, dining and snack services, housekeeping, and bathing.

During the course of the inspection, the inspector(s) spoke with residents and their family members, the Chief Executive Officer (CEO), Director of Care (DOC), Unit Manager, Food Nutrition Manager, Manager of Environmental Services, Infection Prevention and Control Lead, Registered Dietitian, Recreation Programmers, Housekeepers, Maintenance Worker, Registered Nurses (RNs), Registered Practical Nurses (RPNs), and Personal Support Workers (PSWs).

During the course of the inspection, the inspector observed residents, the care they received and their home environment, observed meal service, housekeeping and maintenance services, infection prevention and control practices, reviewed clinical health records, relevant home policies and procedures, and other pertinent documents.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Housekeeping

Accommodation Services - Maintenance

Dining Observation

Nutrition and Hydration

Personal Support Services

During the course of this inspection, Non-Compliances were issued.

- 2 WN(s)**
- 1 VPC(s)**
- 0 CO(s)**
- 0 DR(s)**
- 0 WAO(s)**

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>Légende</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:**

**s. 71. (1) Every licensee of a long-term care home shall ensure that the home's menu cycle,
(c) includes alternative choices of entrees, vegetables and desserts at lunch and dinner; O. Reg. 79/10, s. 71 (1).**

s. 71. (4) The licensee shall ensure that the planned menu items are offered and available at each meal and snack. O. Reg. 79/10, s. 71 (4).

Findings/Faits saillants :

1. The licensee has failed to ensure that the menu cycle included alternate choices of vegetables at lunch and dinner.

A lunch meal did not include an alternate choice of vegetables. The Food Nutrition Manager indicated that the home's menu cycle has not included an alternate choice of vegetables at lunch and dinner since the home began tray service for meals in June 2020.

Sources: Observations of the lunch meal service; interviews with the Food Nutrition Manager, and other staff. [s. 71. (1) (c)]

2. The licensee has failed to ensure that planned menu items were offered and available at each meal.

a) A resident was served an item which was not on the menu, and which was indicated as a food intolerance on the resident's meal card accompanying the meal. The kitchen had run out of the planned menu item, and substituted a different filling for half of the resident's sandwich.

b) The lunch menu contained two choices of entrée, dessert and drink. If a resident had expressed a past preference for one menu item over another, the resident was served that item; or if a resident expressed dissatisfaction with the meal they were served, staff then offered the alternate meal choice. Residents were not offered each of the planned menu items or given the opportunity to choose what they wished to eat or drink for the meal.

Sources: Observations of the lunch meal service; interviews with residents, the Food Nutrition Manager, and other staff. [s. 71. (4)]

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 the menu cycle includes alternate choices of vegetables at lunch and dinner, and that planned menu items are offered and available at each meal, to be implemented voluntarily.

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:

**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. O. Reg. 79/10, s. 73 (1).**

Findings/Faits saillants :

1. The licensee has failed to ensure that the daily and weekly menus were communicated to residents.

Daily and weekly menus were not communicated to residents. The daily and weekly menu was posted on an electronic communication screen located in the hallway of each unit, however residents have been asked to remain in their rooms for the past several weeks as a Covid-19 pandemic precaution, so most would not have the opportunity to view the menu. There was no other method being used to communicate the daily or weekly menu to residents.

Sources: Observations of the lunch meal service; interviews with residents, the Food Nutrition Manager, and other staff. [s. 73. (1) 1.]

Issued on this 16th day of February, 2021

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

Original report signed by the inspector.