



**Ministry of Health and
Long-Term Care**

**Ministère de la Santé et des
Soins de longue durée**

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

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**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
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jun 3, 2014	2014_261522_0012	L-000528-14	Complaint

Licensee/Titulaire de permis

MEADOW PARK (LONDON) INC
689 YONGE STREET, MIDLAND, ON, L4R-2E1

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

MEADOW PARK (LONDON) INC.
1210 SOUTHDALE ROAD EAST, LONDON, ON, N6E-1B4

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

JULIE LAMPMAN (522)

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): May 23, 2014

During the course of the inspection, the inspector(s) spoke with the Administrator, Co-Director of Care, Food Services Manager, Maintenance Manager, a Personal Support Worker and 3 Residents.

During the course of the inspection, the inspector(s) observed resident rooms and tub rooms in 2 home areas, reviewed policy and procedures, dietary menus, dietary production sheets, maintenance logs and water temperature logs for 2 tub rooms and 2 home areas.

The following Inspection Protocols were used during this inspection:



Accommodation Services - Maintenance
Food Quality
Infection Prevention and Control

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Table with 2 columns: Legend and Legendé. Legend includes WN (Written Notification), VPC (Voluntary Plan of Correction), DR (Director Referral), CO (Compliance Order), WAO (Work and Activity Order). Legendé includes Avis écrit, Plan de redressement volontaire, Aiguillage au directeur, Ordre de conformité, Ordres : travaux et activités. The table also contains text describing non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) and the corresponding French text under the Loi de 2007 sur les foyers de soins de longue durée (LFSLD).

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 8. Policies, etc., to be followed, and records



Specifically failed to comply with the following:

s. 8. (1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,
(a) is in compliance with and is implemented in accordance with applicable requirements under the Act; and O. Reg. 79/10, s. 8 (1).
(b) is complied with. O. Reg. 79/10, s. 8 (1).

Findings/Faits saillants :

1. The licensee failed to ensure that any plan, policy, protocol, procedure, strategy or system instituted or otherwise put in place is complied with.

Review of the home's Meal Service: Point of Service Temperatures Policy states, "Point of Service temperatures of all menu items are taken prior to the commencement of meal service." "Cold foods are served at 5C or below and hot foods served at 60C or above."

Review of the home's Production Sheet menus for week 1 and 2 revealed that temperatures are not being recorded for juice served at breakfast and for desserts served at lunch and supper. The inspector was unable to determine which dates this occurred as the Production Sheets were not dated or signed.

Interviews with the Food Services Supervisor and Administrator confirmed that staff were not taking the temperatures for juices and desserts prior to commencement of the meal service.

The Administrator confirmed that it was the home's expectation that the Meal Service: Point of Service Temperature Policy is complied with. [s. 8. (1) (b)]

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 ensuring the home's Meal Service: Point of Service Temperatures Policy is complied with, to be implemented voluntarily.



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Issued on this 4th day of June, 2014

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