



**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

Hamilton Service Area Office
119 King Street West, 11th Floor
Hamilton ON L8P 4Y7

Bureau régional de services de Hamilton
119, rue King Ouest, 11^{ème} étage
Hamilton ON L8P 4Y7

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

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

Telephone: 905-546-8294
Facsimile: 905-546-8255

Téléphone: 905-546-8294
Télécopieur: 905-546-8255

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
November 2, 2010	2010_159_2124_02Nov100216	Complaint H-02177
Licensee/Titulaire Royal Crest Life Care Group Inc.(The) C/O Ernst and Young Inc. TD Centre, P.O Box 222		
Long-Term Care Home/Foyer de soins de longue durée Mississauga Life Care 55 Queensway West, Mississauga ON L5B 1B5		
Name of Inspector/Nom de l'inspecteur(s) Asha Sehgal ID # 159		
Inspection Summary/Sommaire d'inspection		
<p>The purpose of this inspection was to conduct a complaint inspection.</p> <p>During the course of the inspection, the inspector spoke with: Administrator, nursing staff, dietary staff, and residents.</p> <p>During the course of the inspection, the inspector observed breakfast meal service, toured the kitchen, interviewed staff, reviewed food production and checked food temperatures.</p> <p>The following Inspection Protocols were used during this inspection: Dining Observations.</p> <p><input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken:</p> <p>[1] WN [1] VPC</p>		

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. 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:

7. Sufficient time for every resident to eat at his or her own pace.

Findings:

- On November 2, 2010, at breakfast meal service noted there was a long delay between the courses. Residents from the first floor (table 2, 3, 4, 6) who were served main course at 0920, were allowed less that 10 minutes to finish breakfast, and not given sufficient time to eat at his or her own space.
- Staff interviewed confirmed that only one dietary aide is assigned to serve meals from the kitchen which results long wait for residents to receive food and not enough time finish meal. Table rotation is followed and residents who are served at the end do not get sufficient time to eat.
- At approximately 9:30 am an activity aide was noted clearing the tables while some residents were still eating breakfast. Staff interviewed confirmed that the residents are rushed due to use of main dining room for activation/ physiotherapy program after meals.

Inspector ID #: 159

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 with ensuring that the home has a dining and snack service that includes, at a minimum, the following elements: Sufficient time for every resident to eat at his or her own pace, to be implemented voluntarily.

**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.**





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 prévue
le *Loi de 2007 les
foyers de soins de
longue durée*

Title:	Date:	Date of Report: (if different from date(s) of inspection). <i>April 29, 2011</i>
--------	-------	-------------------------------------------------------------------------------------