



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

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

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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
Jan 23, Feb 13, 2014	2014_190159_0003	H-000841-13	Complaint

**Licensee/Titulaire de permis**

PARKVIEW HEALTH CARE PARTNERSHIP (THE)  
284 SUNSET DRIVE, OAKVILLE, ON, L6L-3M4

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

PARKVIEW NURSING CENTRE  
545 KING STREET WEST, HAMILTON, ON, L8P-1C1

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

ASHA SEHGAL (159)

**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 16, 17, 2014

During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Registered Nurses, Personal Support Workers(PSWs), Cooks, Dietary Aides, Food Service Manager, and residents.

During the course of the inspection, the inspector(s) toured the home, observed part of food production and meal service, reviewed production sheets and 3 week menu cycle.

The following Inspection Protocols were used during this inspection:

Food Quality



Findings of Non-Compliance were found during this inspection.

**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>Legendé</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. (2) The licensee shall ensure that each menu, (b) provides for a variety of foods, including fresh seasonal foods, each day from all food groups in keeping with Canada's Food Guide as it exists from time to time. O. Reg. 79/10, s. 71 (2).

Findings/Faits saillants :



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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

1. The licensee did not ensure that the home's menu cycle provides a variety of foods including fresh seasonal foods, each day from all food groups in keeping with Canada's Food Guide as it exists from time to time.

A review of the 3 week menu cycle indicated food served to residents on the planned menu was not consistently varied and nutritious. Some menu items served were highly processed food, for example deli meat sandwiches, farmer's sausages, bologna sandwiches.

Many of the entrees were repeated too closely in consecutive daily menu. Example: week 2 cycle menu Monday chicken legs for dinner , Tuesday chicken rice soup for lunch, Wednesday chicken salad sandwich for lunch, and Thursday chicken pot pie for lunch. Saturday for dinner baked chicken and the following day's Sunday dinner chicken cacciatore.

Week 3 menu Wednesday dinner chicken legs, Thursday lunch chicken noodle soup and chicken burgers on the same day. Sunday dinner menu, English style fish and also the following day Monday week 1 herbed fish was listed on the menu. [s. 71. (2) (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 to ensure home's menu cycle provides a variety of foods including fresh seasonal foods, each day from all food groups in keeping with Canada's Food Guide as it exists from time to time, to be implemented voluntarily.***

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**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 72. Food production**



**Specifically failed to comply with the following:**

s. 72. (1) Every licensee of a long-term care home shall ensure that there is an organized food production system in the home. O. Reg. 79/10, s. 72 (1).

s. 72. (2) The food production system must, at a minimum, provide for,  
(c) standardized recipes and production sheets for all menus; O. Reg. 79/10, s. 72 (2).

s. 72. (2) The food production system must, at a minimum, provide for,  
(g) documentation on the production sheet of any menu substitutions. O. Reg. 79/10, s. 72 (2).

s. 72. (3) The licensee shall ensure that all food and fluids in the food production system are prepared, stored, and served using methods to,  
(a) preserve taste, nutritive value, appearance and food quality; and O. Reg. 79/10, s. 72 (3).

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**Findings/Faits saillants :**

1. The licensee did not ensure that there was an organized food production system in the home.

On January 16, 2014, sufficient quantities of menu items were not prepared. Portion sizes were not followed according to the planned menu. For example on January 16, 2014, the regular menu indicated that 5 oz of lasagna to be served, however, there was not sufficient servings of entree, residents were served smaller portions. During the observed lunch meal on January 16, 2014, in the main dining room, some resident requested second helping, but there were not sufficient portions left after the meal for the second helpings. [s. 72. (1)]

2. The licensee did not ensure that food production system included standardized recipes and production sheets for all menus.

On January 16, 2014, dietary staff interviewed were unable to identify and locate production sheets. The staff confirmed the production sheets were not available and used for breakfast menu.

The Food Service Supervisor confirmed that the staff was not familiar with the production sheets, the tools to be used.

Production sheets available did not provide clear direction to staff i.e. staff member or position preparing the menu item, food to be pulled from the freezer, items to be defrosted, advance/prepreparation.



Not all recipes were scaled for the portions/servings required. On January 16, 2014, the chicken noodle soup recipe used by the cook had yield for 86 servings, however, the production sheets for week 1 had listed 106 servings of regular chicken noodle soup, and 20 servings for the pureed chicken noodle soup.

On January 16, 2014, it was confirmed by the Food Service Manager and the cook that the home did not have standardized recipes for marinated vegetables and the pureed bread. [s. 72. (2) (c)]

3. The licensee did not ensure that the menu substitutions were documented on the production sheet.

On January 16, 2014, menu substitutions were not documented on the production sheet. Vegetables with dip was listed on planned week 1 lunch menu and the production sheet, however, residents were served marinated vegetables. The Food Service Manager confirmed menu substitutions were made as per residents request but the changes were not documented on the production sheet. [s. 72. (2) (g)]

4. The licensee did not ensure that all food and fluids were prepared and served using methods which preserve taste, nutritive value, appearance and food quality.

On January 16, 2014, the cook confirmed the recipe for chicken noodle soup, pureed bread and marinated vegetables were not followed. The chicken noodle soup recipe had listed egg noodles to be used, the cook indicated macaroni pasta was substituted for egg noodles. The cook confirmed ingredients were not weighed or measured, resulting in inconsistent quality and nutritive value. The chicken noodle soup had too much pasta. The Food Service Manager confirmed the recipes available were not consistently followed. [s. 72. (3) (a)]



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*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 there is an organized food production system in the home.[s.72(1)], that food production system includes standardized recipes and production sheets for all menus [s.72(2)(c)], that the menu substitutions are documented on the production sheet [s.72(2)(g)], that all food and fluids in the food production system are prepared, stored and served using methods to preserve taste, nutritive value, appearance and food quality [s.72(3)(a)], to be implemented voluntarily.*

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Issued on this 13th day of February, 2014

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

*ASL Se Lg d*