



Ministry of Health and Long-Term Care

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

Ministère de la Santé et des Soins de longue durée

Rapport d'inspection prévue le Loi de 2007 les foyers de soins de longue

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 performance et de la conformité

Toronto Service Area Office
55 St. Clair Avenue West, 8th Floor
TORONTO, ON, M4V-2Y7
Telephone: (416) 325-9297
Facsimile: (416) 327-4486

Bureau régional de services de Toronto
55, avenue St. Clair Ouest, 8ième étage
TORONTO, ON, M4V-2Y7
Téléphone: (416) 325-9297
Télécopieur: (416) 327-4486

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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Mar 26, 27, 28, 30, Apr 2, 13, 2012; 2012_108110_0007; Complaint

Licensee/Titulaire de permis

CORPORATION OF THE COUNTY OF SIMCOE
1110 Highway 26, Midhurst, ON, L0L-1X0

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

SIMCOE MANOR HOME FOR THE AGED
1110 Highway 26, Midhurst, ON, L0L-1X0

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

DIANE BROWN (110)

Inspection Summary/Résumé de l'inspection

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

During the course of the inspection, the inspector(s) spoke with Administrator, Food Service Manager, food service workers, personal support workers, residents

During the course of the inspection, the inspector(s) Observed meal service; reviewed previous and current menu; food receipts; monitored food production; reviewed dietary policies and Residents' Council/food committee meeting minutes.

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>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>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</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 LTCHA, 2007 S.O. 2007, c.8, s. 57. Powers of Residents' Council Specifically failed to comply with the following subsections:

s. 57. (2) If the Residents' Council has advised the licensee of concerns or recommendations under either paragraph 6 or 8 of subsection (1), the licensee shall, within 10 days of receiving the advice, respond to the Residents' Council in writing. 2007, c. 8, s. 57.(2).

Findings/Faits saillants :

1. A review of the Residents' Council Meeting Minutes of January 2011 indicated the following resident recommendation; Residents would like to have potato chips on the menu more often. They have had them a couple of times in the last few months and they enjoyed them.
No written response was provided. The next menu cycle implemented June 25th, 2011 and currently in place does not include potato chips.
A review of the May 2011, September 2011, October 2011, November 2011 and January and February 2012 Food Committee meeting minutes, affiliated with Residents' Council as of May 2011 identified the following issues with no written response provided:
May 2011 Residents' Council meeting minutes
Food temperatures are inconsistent hot food are not always hot.
Residents asked about having fresh fruit and vegetables locally produced.
Vegetables are over cooked some not cooked at all.
Residents requested lasagna to be cut into squares instead of being scooped out into a ball.
Salads are always too heavy dressed.
September 26th, 2011 Residents' Council meeting minutes
Residents expressed that they wanted cakes and cookies and muffins and puddings on the snack cart.
Some residents did not like the vegetables and found that they were over cooked and too much water in them.
Meal temperatures were discussed and that at breakfast and dinner the temperatures seem to be fine however at lunch time they seem to be cold.
October 31, 2011 Residents' Council meeting minutes
Residents felt the temperature of the foods more than 50% of the time was not hot enough sometimes the food could be hotter.
November 28, 2011 Residents' Council meeting minutes
Residents suggested to have less cookies offered on the snack menu and more breads and loafs and muffins.
January 31st, 2012 Residents' Council meeting minutes
Resident thought that there was too much chicken on the menu
February 23rd, 2012 Residents' Council meeting minutes
Meal temperatures are still inconsistent hot foods are not always hot.[s. 57. (2)]

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 the licensee shall respond to Residents' Council concerns or recommendations within 10 days of receiving the advice, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 71. Menu planning
Specifically failed to comply with the following subsections:

s. 71. (2) The licensee shall ensure that each menu,
(a) provides for adequate nutrients, fibre and energy for the residents based on the current Dietary Reference Intakes (DRIs) established in the reports overseen by the United States National Academies and published by National Academy Press, as they may exist from time to time; and
(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).

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. At lunch March 27th, 2012 in an identified home area menu items were not offered according to the planned menu. Regular chicken pot pie was served using a #8 scoop yielding a 125mls serving. The menu required a 250mls serving of chicken pot pie, The serving provided was ½ the required amount indicated on the menu. Minced chicken pot pie was served using a #12 scoop yielding a 75mls serving. The menu required a 250mls serving of chicken pot pie. The serving was 1/3 the required amount indicated on the menu. Pureed chicken pot pie was served using a # 8 scoop yielding a 125mls serving. The menu required 2 x #8 scoops or a 250mls serving. The serving was ½ the required amount indicated on the menu. The alternative menu choice was egg salad sandwich. Egg salad sandwiches were prepared using a #20 scoop of egg salad filling yielding 50mls. The recipe required a #10 scoop or 90mls of egg salad sandwich filling. Resident interviews identified that serving sizes are not consistent; sometimes they are too small and sometimes they are too big.[r. 71. (4)]
2. The previous menu introduced May 2010 and in place until June 24th, 2011 and the current menu introduced June 25th, 2011 does not provide fresh seasonal foods. Fresh, seasonal fruits and vegetables have not been included in the planned menu. The Food Service Manager confirmed the lack of fresh seasonal fruits and vegetables during an interview on March 28th, 2012. The May 2011 Food Committee Meeting Minutes and resident interviews reveal that residents have asked about fresh fruit and vegetables locally produced but no follow-up response has been provided.[r. 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 the menu items are offered according to the planned menu and that each menu provides fresh seasonal foods each day from all food group in keeping with Canada's Food Guide, to be implemented voluntarily.

WN #3: The Licensee has failed to comply with O.Reg 79/10, s. 72. Food production

Specifically failed to comply with the following subsections:

s. 72. (2) The food production system must, at a minimum, provide for,
(a) a 24-hour supply of perishable and a three-day supply of non-perishable foods;
(b) a three-day supply of nutritional supplements, enteral or parenteral formulas as applicable;
(c) standardized recipes and production sheets for all menus;
(d) preparation of all menu items according to the planned menu;
(e) menu substitutions that are comparable to the planned menu;
(f) communication to residents and staff of any menu substitutions; and
(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
(b) prevent adulteration, contamination and food borne illness. O. Reg. 79/10, s. 72 (3).

Findings/Faits saillants :

1. Not all food is prepared using methods which preserve taste, nutritive value, appearance and food quality as evidenced by

Most foods are prepared at least 1 day in advance which can impact on food quality. Fresh tossed salad with tomato and cucumber was identified to be prepared Tuesday morning for Wednesday lunch altering the food quality causing wilted lettuce.

Frozen vegetables are panned and defrosted in the fridge 1-2 days in advance of cooking. The cooking directions for frozen vegetables state "Do not thaw before cooking. If thawed, cook immediately." Defrosting frozen vegetables before cooking leads to a watery tasting cooked vegetable. Resident interview and Food Committee meeting minutes identified concerns about watery tasting vegetables.

On March 27th, 2012 texture modified foods prepared the day before and refrigerated, were reheated at 9:15am until and hot held until for lunch meal which does not preserve nutritive value. The home's policy DMF-10 states that hot food "may be held for a maximum of two hours."

the food service worker thickened the minced chicken pot pie with a commercial thickener as he/she found the pie to be too liquid in consistency. This altered the nutritive value and taste of the final product as the use of thickener was not included in the recipe for minced chicken pot pie.[r. 72. (3) (a)]

2. Production sheets were not in place at the time of this inspection to guide the preparation of menu items. A Food Service Worker/cook who commenced employment in the dietary department November 2011 was not aware of any production sheets used in the department.[r. 72. (2) (c)]

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 an organized food production system with production sheets., to be implemented voluntarily.

WN #4: The Licensee has failed to comply with O.Reg 79/10, s. 73. Dining and snack service

Specifically failed to comply with the following subsections:

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.
 2. Review, subject to compliance with subsection 71 (6), of meal and snack times by the Residents' Council.
 3. Meal service in a congregate dining setting unless a resident's assessed needs indicate otherwise.
 4. Monitoring of all residents during meals.
 5. A process to ensure that food service workers and other staff assisting residents are aware of the residents' diets, special needs and preferences.
 6. Food and fluids being served at a temperature that is both safe and palatable to the residents.
 7. Sufficient time for every resident to eat at his or her own pace.
 8. Course by course service of meals for each resident, unless otherwise indicated by the resident or by the resident's assessed needs.
 9. Providing residents with any eating aids, assistive devices, personal assistance and encouragement required to safely eat and drink as comfortably and independently as possible.
 10. Proper techniques to assist residents with eating, including safe positioning of residents who require assistance.
 11. Appropriate furnishings and equipment in resident dining areas, including comfortable dining room chairs and dining room tables at an appropriate height to meet the needs of all residents and appropriate seating for staff who are assisting residents to eat. O. Reg. 79/10, s. 73 (1).
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Findings/Faits saillants :

1. Resident interviews revealed that hot foods are not served at temperatures that are palatable. Reference to hot foods not served hot was identified in the Food Committee meeting minutes of January 31st, 2011, May 2011, September 2011, October 31, 2011 and February 2012. Concerns related to food temperature have not been investigated and resolved where possible within 10 business days of the receipt of the complaint. Temperatures taken of hot foods during this inspection were below the home's serving standard of 60 degree Celsius/140 Degrees Fahrenheit required by the homes policy number DM F-10.

At lunch on March 27th, 2012 in an identified home area temperatures of chicken pot pie were taken and noted to be 130 Degrees Fahrenheit for the regular texture; 118 Degrees Fahrenheit for minced and 128 Degrees Fahrenheit for pureed textured chicken pot pie. The temperature of carrots was identified to be 112 Degrees Fahrenheit for regular texture, 138 Degrees Fahrenheit for minced and 115 Degrees Fahrenheit for pureed textured carrots.[r. 73. (1) 6]

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 foods are served at a temperature that is palatable to the residents, to be implemented voluntarily.

Issued on this 13th day of April, 2012



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prévus le Loi de 2007 les
foyers de soins de longue

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

A handwritten signature in black ink, appearing to read "T. Brown", written within a rectangular box.