



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
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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Aug 10, 12, 2011; 2011_042148_0022; Complaint

Licensee/Titulaire de permis

OMNI HEALTH CARE LIMITED PARTNERSHIP
1840 LANSDOWNE STREET WEST, UNIT 12, PETERBOROUGH, ON, K9K-2M9

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

STREAMWAY VILLA
19 JAMES STREET WEST, COBOURG, ON, K9A-2J8

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

AMANDA NIXON (148)

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 the Administrator and Nutritional Care Manager via telephone on August 10th, 2011.

During the course of the inspection, the inspector(s) reviewed the current occupancy of the home, staffing schedules for the food service department from May 9 to July 3, 2011 along with the home's documentation of "call in" processes.

The following Inspection Protocols were used in part or in whole during this inspection:

Sufficient Staffing

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Table with 2 columns: Definitions (English) and Définitions (French). Rows include WN, VPC, DR, CO, WAO.



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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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 77. Food service workers, minimums
Specifically failed to comply with the following subsections:**

s. 77. (1) Every licensee of a long-term care home shall ensure that there are sufficient food service workers for the home to meet the minimum staffing hours as calculated under subsection (2) for,
(a) the preparation of resident meals and snacks;
(b) the distribution and service of resident meals;
(c) the receiving, storing and managing of the inventory of resident food and food service supplies; and
(d) the daily cleaning and sanitizing of dishes, utensils and equipment used for resident meal preparation, delivery and service. O. Reg. 79/10, s. 77 (1).

Findings/Faits sayants :

1. The Employee Time Schedule for Food Service Workers (FSW) was reviewed from May 9, 2011 to July 3, 2011, which included 8 weeks of staffing. The following was found:

- May 9-15, 2011 provided for 183.5 FSW hours per week.
- May 16-22, 2011 provided for 188 FSW hours per week.
- May 23-29, 2011 provided for 177.5 FSW hours per week.
- May 30- June 5, 2011 provided for 180.5 FSW hours per week.
- June 6-12, 2011 provided for 175.5 FSW hours per week.
- June 13-19, 2011 provided for 180.5 FSW hours per week.
- June 20-26, 2011 provided for 183.5 FSW hours per week.
- June 27- July 3, 2011 provided for 188.5 FSW hours per week.

2. Interview on August 10, 2011 with Mike Henson, Nutritional Care Manager (NCM), stated that the schedule provided for June 20-July 3, 2011 is reflective of the current rotational schedule in place. He stated that between May 23, 2011 and June 19, 2011 the 8-4 cook shift, usually filled by the NCM, was not replaced during this time frame as the NCM left on leave.

3. The home is currently at 97% occupancy and licensed for 59 beds. Therefore, under the calculation of O.Reg 77(2), the home is required to provide a minimum of 185.85 FSW hours per week.

4. The home is not currently providing the minimum number of staffing hours as per O. Reg. 79/10 s.77.

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 minimum staffing requirements under O.Reg. 79/10 s.77 are provided,, to be implemented voluntarily.

Issued on this 16th day of August, 2011



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

Amanda Nix RD LTCH Inspector