



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
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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Oct 4, 16, 18, 19, 23, 25, 2012; 2012_108110_0021; Complaint

Licensee/Titulaire de permis

TORONTO LONG-TERM CARE HOMES AND SERVICES
55 JOHN STREET, METRO HALL, 11th FLOOR, TORONTO, ON, M5V-3C6

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

TRUE DAVIDSON ACRES
200 DAWES ROAD, TORONTO, ON, M4C-5M8

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 Supervisor, Dietitian, Food Service workers, Cooks

During the course of the inspection, the inspector(s) Observed food production and meal service; reviewed Resident Council meeting minutes;

The following Inspection Protocols were used during this inspection:

Food Quality

Nutrition and Hydration

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Legend WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Legendé WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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 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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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 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. The licensee did not ensure that when Residents' Council has advised the licensee of concerns or recommendations that a written response is provided to Residents' Council within 10 days.
 The Resident Council meeting minutes of March 16th, 2012 and April 20th, 2012 state "shredded beef is not cooked well, hard to digest". No response was provided to Resident's Council.
 The Resident Council meeting minutes of May 25th, 2012 state "request made for fresh fruit. Concern expressed about the temperature of meals, meals not hot when they are served". These concerns were not responded to until the Resident Council meeting of July 20th, 2012.
 Resident Food Committee, a subcommittee of Resident's council, meets 3-4 times a year. The licensee did not provide a response to Resident's Council when advised of concerns and recommendations raised in the meeting minutes of March 21st, 2012 and September 28th, 2012.
 Concerns noted as follows:
 Food Committee meeting minutes of March 21st, 2012
 "Seafood chowder-some residents do not like it as it does not taste like real seafood".
 "Cheese pizza-residents prefer pizza with cheese on it".
 "Poached salmon with lemon yogurt sauce- some residents do not like it".
 "Peach Bar-residents find it too sweet".
 Food Committee meeting minutes of September 28th, 2012
 "Dislikes stuffed veal; lentil soup, fish sandwich, turkey sausage
 Suggestions use real turkey, Greek yogurt, real polish perogy with cottage cheese and not cheddar cheese; spaghetti w/meat sauce too much meat; needs more tomatoes".
 An interview with the homes' Registered Dietitian and Food Service Supervisor confirmed that they do not provide a written response to Resident's Council.

WN #2: 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).

Findings/Faits saillants :

1. The licensee did not ensure that menu items were prepared according to the planned menu at lunch on Oct. 4th, 2012 and Oct. 5th, 2012.

The planned menu called for recipes to be followed for the preparation of vegetable quiche and herb baked chicken. Recipes ingredients were not followed, significantly altering the flavour, nutrient value and appearance of the planned menu items.[72(2)(d)]

2. The licensee did not ensure that there is an organized food production system that includes documentation on the production sheet of any menu substitutions. The pureed menu changed for lunch on October 4th, 2012 and substitutions were not recorded on the homes' production sheet or communicated to serving staff or residents. Residents were served a pureed chicken entree but were informed it was beef.[72(2)(g)]

Issued on this 25th day of October, 2012

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

Diane Brown

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