



**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**

**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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**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Dec 12, 2012	2012_108110_0030	T-003008-11 T-166-12	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**

WESBURN MANOR  
400 The West Mall, ETOBICOKE, ON, M9C-5S1

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

DIANE BROWN (110)

**Inspection Summary/Résumé de l'inspection**



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

**This inspection was conducted on the following date(s): November 28th and 30th, 2012**

**During the course of the inspection, the inspector(s) spoke with Administrator (acting), Director of Care, Manager (acting) of Programs and Services, Nutrition Manager, Registered Dietitian, Registered staff, Personal support workers, Food Service Workers and Residents**

**During the course of the inspection, the inspector(s) Reviewed Resident, Family Council and Resident Food Committee meeting minutes; observed meal service; reviewed menu and the menus nutrient analysis; reviewed resident health records and relevant policies and procedures.**

**This inspection relates to LOG# T-003008-11 T-166-12**

**The following Inspection Protocols were used during this inspection:**

**Dining Observation**

**Food Quality**

**Findings of Non-Compliance were found during this inspection.**

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<b>Legend</b>	<b>Legendé</b>
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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 LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care**

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

**s. 6. (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan. 2007, c. 8, s. 6 (7).**

**Findings/Faits saillants :**



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1. The licensee did not ensure that the care set out in residents' plan of care was provided as specified in the plan.

At lunch on November 28th, 2012 three residents with individualized nutritional care needs were observed.

Resident A, modified diabetic, has a plan of care requiring only fruit and not dessert to be offered at meals. Resident A was offered a choice between the dessert (tiramisu mousse) and fruit when staff visually showed and offered both choices.

Resident B has a plan of care requiring foods to be served according to an individualized therapeutic menu. Resident B was served foods contrary to the individualized menu. Foods served included an ingredient to be avoided.

Resident C has a plan of care requiring a feeding device at meals. Resident C was not provided this feeding device at the lunch meal observed.

Staff serving meals were observed not referring to the diet information list and individualized menus available. Staff were observed requesting meals by diet texture "2 minced and 1 pureed" and not by resident name. [s. 6. (7)]

***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 nutritional care is provided as specified in Residents' A, B and C's plan of care, to be implemented voluntarily.***

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

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

**s. 71. (1) Every licensee of a long-term care home shall ensure that the home's menu cycle,**

**(e) is approved by a registered dietitian who is a member of the staff of the home; O. Reg. 79/10, s. 71 (1).**

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**Findings/Faits saillants :**



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1. The Food Service Manager and current Registered Dietitian confirmed through interview that the home's 2012 menu cycle implemented February 2012 was not approved by the previous Registered Dietitian who was a member of the staff of the home. The home's current Registered Dietitian also confirmed that she has not completed the approval process for the 2012 menu cycle. [s. 71. (1) (e)]

***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 home's menu cycle is approved by a registered dietitian who is a member of the staff of the home, to be implemented voluntarily.***

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Issued on this 12th day of December, 2012

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

*Diane Brown*

