



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
Direction de l'amélioration de la performance et de la conformité

Hamilton Service Area Office
119 King Street West, 11th Floor
HAMILTON, ON, L8P-4Y7
Telephone: (905) 546-8294
Facsimile: (905) 546-8255

Bureau régional de services de Hamilton
119, rue King Ouest, 11^{ième} étage
HAMILTON, ON, L8P-4Y7
Téléphone: (905) 546-8294
Télécopieur: (905) 546-8255

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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
Sep 26, 2013	2013_190159_0026	H-001523-12	Complaint

Licensee/Titulaire de permis

1508669 ONTARIO LIMITED
c/o Deloitte & Touche Inc. - 181 Bay Street, Brookfield Place, Suite 1400, TORONTO, ON, M5J-2V1

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

WEST PARK HEALTH CENTRE
103 Pelham Road, St Catharines, ON, L2S-1S9

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): September 23, 2013

During the course of the inspection, the inspector(s) spoke with the Director of Care, Administrator, Food Service Supervisor, registered staff, personal support worker staff, dietary staff, and residents.

During the course of the inspection, the inspector(s) observed food production, meal service, reviewed menus, food production report and the recipes specific to the menu served.

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	
Legend	Legendé
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



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. 72. Food production

Specifically failed to comply with the following:

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. (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).

Findings/Faits saillants :



1. The licensee did not ensure that the food production system provided for standardized recipes for all menus

[O.Reg.79/10, s. 72(2) (c)]

A) Not all recipes were consistent with the quantities of the menu items specified on the production sheet report. The recipes available for staff were not scaled and adjusted for the number of servings required for the planned menu. On September 23, 2013 standardized recipe available for beef vegetable soup was for 50 servings, however, on the production sheet 85 servings of soup were identified. The staff confirmed not all recipes were adjusted for the number of servings indicated on the production sheet.

B) On September 23, 2013, it was confirmed by the dietary staff that the home did not have standardized recipes for all minced and pureed items to follow. The production sheet and the planned menu for September 23, 2013, indicated slow roasted butter chicken dinner entrée for minced and pureed diets. The cook interviewed confirmed frozen diced chicken was used for minced and pureed menu items and not the chicken breasts. The cook indicated that they would add gravy/sauce to the minced and puree chicken for taste but there was no recipe for consistency of the prepared product. [s. 72. (2) (c)]

2. The licensee did not ensure that all foods and fluid are prepared, stored and served using methods which preserves, taste, nutritive value, appearance and food quality.

[O.Reg.79/10, s. 72(3) a]

A) On September 23, 2013 the food items served for texture modified menu did not preserve the same level of quality as the menu items for the regular menu. The consistency of the pureed vegetarian lasagna served to residents was runny on the plate. The prepared product served was liquefied, which reduces nutritive values, compromises taste, appearance and increases the residents risk for choking. The actions of staff influenced food quality and did not provide for a consistent product.

B) The recipe for Romaine Salad indicated the following ingredients: romaine lettuce, chopped green onions, lemon juice, olive oil, honey, salt and pepper. The cook confirmed that green onions and olive oil ingredients were not available and were omitted in the salad. On September 23, 2013 it was confirmed by the cook that they would use prepared purchased product for salad dressing. However, the home's specified standardized recipe indicated list of the ingredients and the procedure for preparing salad dressing. The recipe was not followed

C) On September 23, 2013 the cook confirmed that the regular cucumber salad in sour cream was prepared with artificial sweetener instead of sugar. The standardized



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recipe for the regular cucumber salad was modified and not followed by the staff. Not all menu items were prepared using standardized food production process i.e ingredients were not measured/weighed for quality consistency. [s. 72. (3) (a)]

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 with ensuring that there are standardized recipes and production sheets for all menus, menu items are prepared according to the planned menu and all food and fluids in the food production system are prepared, stored and served using methods to preserve nutritive value, appearance, and food quality, to be implemented voluntarily.

Issued on this 21st day of October, 2013

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

Asha Sehgal