



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

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

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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**Ministère de la Santé et des Soins de
longue durée**

Division de la responsabilisation et de la performance du
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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
September 13, 2010	2010_128_2965_13Sep113759	Follow-up to Complaint # L9048

Licensee/Titulaire
Women's Christian Association of London
2022 Kains Road
London N6K 0A8

Long-Term Care Home/Foyer de soins de longue durée
McCormick Home
2022 Kains Road
London N6K 0A8

Name of Inspector(s)/Nom de l'inspecteur(s)
Ruth Hildebrand (ID # 128)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a Dietary Complaint Follow-up inspection related to review and approval of menus.

During the course of the inspection, the inspector spoke with members of the management team including the Director of Care, the Director of Support Services and the Assistant Nutrition and Food Service Supervisor.

During the course of the inspection, the inspector reviewed menus, Resident Council Food Committee minutes and Dietitian menu approval letter.

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

Findings of Non-Compliance were found during this inspection. The following action was taken:

3 WN
3 VPC

NON- COMPLIANCE / (Non-respectés)
Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

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

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with O. Reg. 79/10, s. 71(1)(b) Every licensee of a long-term care home shall ensure that the home's menu cycle, includes menus for regular, therapeutic and texture modified diets for both meals and snacks.

Findings:

Menus for residents with diet orders for Restricted Lactose diets are not available to guide staff for meals and snacks.

Inspector ID #: 128

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 menus are available for all therapeutic diet orders, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O. Reg. 79/10, s. 71(1) (g) Every licensee of a long-term care home shall ensure that the home's menu cycle, is reviewed and updated at least annually.

Findings:

The last menu review completed was for the Spring and Summer menu in July 2009.

Inspector ID #: 128

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 home's menu cycle is reviewed and updated at least annually, to be implemented voluntarily.

WN #3: The Licensee has failed to comply with O. Reg. 79/10, s. 71(2)(b) The licensee shall ensure that each menu, 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.

Findings:

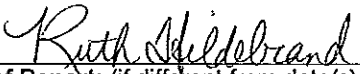
The menu does not provide adequate servings of Breads and Cereals, in keeping with Canada's Food Guide, on a daily basis.



Inspector ID #:	128
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Additional Required Actions: VPC - pursuant to the <i>Long-Term Care Homes Act, 2007</i> , 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 adequate servings of Breads and Cereals, in keeping with Canada's Food Guide are provided on a daily basis, to be implemented voluntarily.
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Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné		Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.	
			
Title:	Date:	Date of Report: (if different from date(s) of inspection).	
		September 20, 2010	