



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

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, 11ième étage
HAMILTON, ON, L8P-4Y7
Téléphone: (905) 546-8294
Télécopieur: (905) 546-8255

Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

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Table with 4 columns: Report Date(s) / Date(s) du Rapport, Inspection No / No de l'inspection, Log # / Registre no, Type of Inspection / Genre d'inspection. Row 1: Dec 24, 2012, 2012\_190159\_0005, H-00305-12, Complaint

Licensee/Titulaire de permis

CITY OF HAMILTON
77 James Street North, Suite 400, HAMILTON, ON, L8R-2K3

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

MACASSA LODGE
701 UPPER SHERMAN AVENUE, HAMILTON, ON, L8V-3M7

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): December 17, 19, 2012

During the course of the inspection, the inspector(s) spoke with Nurse Manager, Director of Food Services, Registered Dietitian, Registered Nursing staff, Personal Support Workers (PSWs), dietary staff and residents.

During the course of the inspection, the inspector(s) toured the home, observed meal service on one floor, reviewed an identified resident's clinical health record and relevant policies.

The following Inspection Protocols were used during this inspection:

Dining Observation



**Nutrition and Hydration**

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

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<p><b>Legend</b></p> <p>WN – Written Notification  VPC – Voluntary Plan of Correction  DR – Director Referral  CO – Compliance Order  WAO – Work and Activity Order</p>	<p><b>Legendé</b></p> <p>WN – Avis écrit  VPC – Plan de redressement volontaire  DR – Aiguillage au directeur  CO – Ordre de conformité  WAO – Ordres : travaux et activités</p>
<p>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.)</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 73. Dining and snack service**



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

**s. 73. (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:**

**6. Food and fluids being served at a temperature that is both safe and palatable to the residents. O. Reg. 79/10, s. 73 (1).**

**s. 73. (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:**

**9. Providing residents with any eating aids, assistive devices, personal assistance and encouragement required to safely eat and drink as comfortably and independently as possible. O. Reg. 79/10, s. 73 (1).**

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**Findings/Faits saillants :**



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1. Food and fluids served at lunch meal December 17, 2012, were not at a temperature that was both safe and palatable to residents in the second floor dining room.

Hot food temperatures tested at the service point in the presence of a dietary aide were found to be: soup 120 degree Fahrenheit and pureed zucchini 110 degree Fahrenheit, hot food items should have been served at 140 degree Fahrenheit. Hot and cold foods not served at safe temperatures compromises palatability, reduces food intake and also increases the risk for food contamination. Several residents surveyed voiced concerns regarding hot foods served were not hot enough. [s. 73. (1) 6.]

2. The licensee did not ensure that the dining and snack service included, providing residents with any eating aids, assistive devices, personal assistance and encouragement required to safely eat and drink as comfortably and independently as possible, in relation to the following [(73(1) 9]

Resident # 1 was not provided with required level of assistance with eating and drinking at the observed lunch December 2012.

During the noon meal it was noted that resident # 1 was not eating the food that was provided. Staff was noted to be sitting at the table assisting another resident, however staff did not provide encouragement to this resident to eat. At approximately 1305 hours the staff person who started to assist this resident with eating left the dining room. The resident was left unattended for a lengthy period of time (approximately 20 minutes) with the food at the table. Another staff person at 1325 hours was noted feeding this resident cold food. The plan of care related to eating assistance reviewed on December 17, 2012 for this resident directs staff to provide "total assistance, one staff when feeding". Staff did not provided encouragement and personal assistance required as a result resident consumed inadequate amount of food. [s. 73. (1) 9.]

***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 residents are provided with personal assistance and encouragement required to safely eat and drink as comfortably and independently as possible, to be implemented voluntarily.***



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Issued on this 28th day of December, 2012

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

*U86 Selgel*