



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: Feb 23, 27, 28, 29, Mar 20, 22, 23, 2012; 2012_108110_0006; Complaint

Licensee/Titulaire de permis

REVERA LONG TERM CARE INC.
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

MAIN STREET TERRACE
77 MAIN STREET, TORONTO, ON, M4E-2V6

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, Program Manager, Registered Dietitian, Assistant Food Service Manager, personal support workers, food service workers, residents

During the course of the inspection, the inspector(s) Reviewed Resident Council and Food Council meeting minutes; menus and relevant policy and procedures; monthly activity program schedule.

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

Table with 2 columns: Legend and Legendé. 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.)

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 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. During the inspection lunch meal service was observed on two separate days. February 23rd, 2012 cheese sauce was not offered or available according to the menu for residents who selected the pureed ham, lettuce, tomato sandwich. February 28th, 2012 residents on pureed diets were offered a pureed "monte cristo" sandwich (a grilled egg dipped sandwich of turkey and swiss cheese) according to the menu. Inspector taste tested the pureed menu item and confirmed with the Assistant Food Service Manager that the pureed menu item was not a "monte cristo" sandwich as planned. Residents on pureed diets were not offered all menu items according to the planned menu. The menu substitution was not comparable to the planned menu [r. 72. (2) (d)]

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 101. Dealing with complaints

Specifically failed to comply with the following subsections:

- s. 101. (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:**
- 1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.**
 - 2. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 3 shall be provided as soon as possible in the circumstances.**
 - 3. A response shall be made to the person who made the complaint, indicating,**
 - i. what the licensee has done to resolve the complaint, or**
 - ii. that the licensee believes the complaint to be unfounded and the reasons for the belief. O. Reg. 79/10, s. 101 (1).**

Findings/Faits saillants :



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1. Food related issues were raised at the August 2011 Resident Council meeting and documented on the home's "Resident Council Concern Form" dated August 26th, 2011. The food related issues were identified as follows: Some residents feel broccoli, carrots, asparagus are overcooked. Roast beef too tough and stringy and too dry; veal cutlet too much grease. Staff interview confirmed no response to residents was provided.[r. 101. (1) 1.]

Issued on this 23rd day of March, 2012

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

Trane Brown

