

Home-related – Mandatory

Home Name: _____ Inspection Number: _____ (*hard copy use only*)
Date: _____
Inspector ID: _____

Definition / Description

Adulterated: Food is adulterated if it contains a substance, ingredient, extraneous matter or residue, which renders the food unfit for human consumption or presents a significant or unreasonable risk of illness or injury if ingested.

Use

This IP is a mandatory task used to observe the home's dining service during the annual inspection of the LTC home.

The inspector may also select and complete this IP when a concern related to dining is raised while conducting any type of inspection.

The inspection focuses on the licensee's obligations to meet requirements related to:

- Dining service
- Food quality
- Positioning of residents
- Assistance provided to residents
- Cleanliness of the dining area, servery, equipment etc.
- Dining room atmosphere, including items such as space, safety, lighting and furnishings.

Procedure

Each section within this IP contains statements that provide guidance to the inspector in the collection of information during an inspection and may not be applicable in every situation. The information collected will be used to determine whether a home is in compliance with the LTCHA.

During the Annual Inspection:

1. This mandatory IP is completed by all team members and must be conducted at the first (1st) full meal that occurs after the team enters the home.
2. Each inspector is responsible for observing:
 - at least one (1) dining area including residents eating in their rooms or other location(s) e.g. restorative dining, etc.

- the onset of the meal, off and on during the meal, and until residents have finished eating.
3. Inspector(s) will observe dining in specialized units or secure areas in the home as part of the team assignment.
 4. Inspector(s) may interview residents to confirm or validate observations, and to assess food palatability and temperature.
 5. Inspector(s) will open one (1) Dining Observation IP for all dining areas observed over the duration of the inspection period. Information gathered will include the: dining location, date, time of meal service.
 6. Inspector(s) will have a team discussion following the task to determine whether additional observations are warranted. If deficiencies are identified related to a specific resident, inspector(s) would initiate completion of the Nutrition and Hydration IP, and/or further inspect applicable questions in Part B or other IPs relevant to the area of concern.

The inspector must document evidence to support non-compliance in the 'Notes' section when answering 'No'.

PART A: Resident Risk and Care Outcomes

Resident/Substitute Decision-Maker Interview

Interview residents and family members, if available:

- to confirm or validate observations
- to assess food palatability and temperature
- to assess satisfaction with dining service
- if a resident is observed leaving the dining room, ask: "How was your meal?"

Information Gathering

Resident / SDM Interview

Notes

Staff Interviews

Conduct staff interviews to determine:

- How the dining rooms and/or other locations where residents eat are monitored to ensure the residents' needs are accommodated
- Whether food and beverages that are appropriate for residents' diets are accessible to staff and available to residents on a 24-hour basis.

Information Gathering

Staff Interviews

Notes

Observations / Provision of Care

Observe whether staff:

- Talk with and engage residents for whom they are providing assistance
- Promote a relaxed environment
- Allow residents the time needed to complete their meal
- Are speaking with residents politely and respectfully
- Encourage and assist residents to consume both food and beverages
- Communicate the menu choices to residents.

Positive outcomes of safe positioning and eating assistance include, but are not limited to:

- Resident eats with minimal risk for aspiration and choking
- Resident eats independently or progresses toward independent eating, if possible
- Resident maintains 90° angle at hips, knees, and ankles
- Resident maintains head in upright position with chin tipped forward
- Resident maintains stability of trunk
- Resident does not slip forward, lean sideways, or lean back in chair
- Resident's feet are supported solidly on floor or footrest
- Resident is positioned close to table with table level between waist and midchest
- Resident will have eye contact with the person providing assistance who is seated on the same level
- Resident's needs are anticipated.

(Nutrition Management & Restorative Dining for Older Adults, ADA, 2001)

		Information Gathering	
		Observations / Provision of Care	
Notes			

General Questions

No.	Yes	No	N/A	Question	Act/Reg.
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are appropriate food and beverages for all residents' diets accessible to staff and available to residents on a 24-hour basis?	r. 71 (7)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the daily and weekly menus communicated to residents?	r. 73 (1) 1
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the home, its furnishings and equipment kept clean and sanitary?	s. 15 (2) (a)
Notes					

Dining Service

No.	Yes	No	N/A	Question	Act/Reg.
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is meal service provided in a congregate dining setting unless a resident's assessed needs indicate otherwise?	r. 73 (1) 3
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are there appropriate furnishings and equipment in resident dining areas, including comfortable dining room chairs, tables at an appropriate height to meet the needs of all residents, and appropriate seating for staff that are assisting residents to eat?	r. 73 (1) 11
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are residents monitored during meals, including residents eating in locations other than dining areas?	r. 73 (1) 4
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there a process to ensure that food service workers and other staff assisting residents are aware of the residents' diets, special needs and preferences?	r. 73 (1) 5
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is each resident offered planned menu items at each meal and snack?	r. 71 (4)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are meals served course by course unless otherwise indicated by the resident or the residents' assessed needs?	r. 73 (1) 8
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is sufficient time provided for residents to eat at their own pace?	r. 73 (1) 7
Notes					

Positioning & Assistance

No.	Yes	No	N/A	Question	Act/Reg.
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are proper techniques used to assist residents with eating, including safe positioning of residents who require assistance?	r. 73 (1) 10
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do staff members assist only one or two residents at the same time who need total assistance with eating or drinking?	r. 73 (2) (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are residents provided with any eating aids, assistive devices, personal assistance and encouragement required to safely eat and drink as comfortably and independently as possible?	r. 73 (1) (9)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are residents who require assistance with eating or drinking only served a meal when someone is available to provide the assistance?	r. 73 (2) (b)
Notes					

Food Quality

No.	Yes	No	N/A	Question	Act/Reg.
15.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are food and fluids served at a temperature that is both safe and palatable to the residents?	r. 73 (1) 6
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
16.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are all food and fluids prepared, stored, and served using methods which preserve taste, nutritive value, appearance and food quality?	r. 72 (3) (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
17.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are all food and fluids prepared, stored, and served using methods which prevent adulteration, contamination and food-borne illness?	r. 72 (3) (b)
Notes					

PART B: Contributing Factors
(Complete applicable questions if non-compliance is identified in Part A)
Dining

No.	Yes	No	N/A	Question	Act/Reg.
18.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is a full breakfast available to residents up to at least 8:30 a.m. and the evening meal not served before 5:00 p.m.?	r. 71 (6)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Subject to compliance with subsection 71(6) of the regulation, has the Residents' Council reviewed the meal and snack times?	r. 73 (1) 2
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
20.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are all menu substitutions communicated to residents and staff?	r. 72 (2) f)
Notes					

Kitchen and Food Services

No.	Yes	No	N/A	Question	Act/Reg.
21.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that there are policies and procedures for the safe operation and cleaning of equipment related to: <ul style="list-style-type: none"> • the food production system • dining and snack service and that staff comply with these policies and procedures?	r. 72 (7) (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
22.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that there is cleaning schedule for all the equipment related to: <ul style="list-style-type: none"> • the food production system • dining and snack areas and that staff comply with this schedule?	r. 72 (7) (b)

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No.	Yes	No	N/A	Question	Act/Reg.
23.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that there is cleaning schedule for: <ul style="list-style-type: none"> • the food production areas • servery areas, and • dishwashing areas and that staff comply with this schedule?	r. 72 (7) (c)

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No.	Yes	No	N/A	Question	Act/Reg.
24.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there institutional food service equipment with adequate capacity to clean and sanitize all dishes, utensils and equipment related to food production and dining and snack service?	r. 72 (6) (c)

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No.	Yes	No	N/A	Question	Act/Reg.
25.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the home, its furnishings and equipment maintained in a safe condition and in a good state of repair?	s. 15 (2) (c)

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Based on information collected during the inspection process, the inspector may determine the need to select and further inspect other related care/services areas. When this occurs, the inspector will document reason(s) for further inspection in Ad Hoc Notes, select and complete other relevant IPs related to Dining Observation, for example:

- Accommodation Services – Housekeeping
- Accommodation Services – Maintenance
- Food Quality
- Infection Prevention and Control
- Nutrition and Hydration
- Personal Support Services
- Quality Improvement
- Safe and Secure Home
- Snack Observation
- Sufficient Staffing
- Training and Orientation