

Chapter 32

Five Hills Regional Health Authority—Provision of Nourishing and Safe Food Services in Long-Term Care Facilities

1.0 MAIN POINTS

By June 2017, Five Hills Regional Health Authority had improved its processes to provide nourishing and safe food services in its owned and affiliated long-term care facilities. It fully addressed the four outstanding recommendations we initially made in our 2012 audit. Five Hills:

- Reviewed and updated its *Nutrition and Food Services Policy and Procedures Manual*
- Had a registered dietitian regularly review modified menus to confirm that meals served met nutritional standards
- Followed its policy and procedures to serve food at the appropriate temperature and texture
- Conducted audits of its food services

2.0 INTRODUCTION

This chapter describes the results of our second follow-up of the actions of Five Hills on four outstanding recommendations from our 2012 audit of Five Hills' processes to provide nourishing and safe food services in its owned and affiliated long-term care facilities.¹ We made 11 recommendations. By March 31, 2015, as reported in our *2015 Report – Volume 1*, Chapter 22, Five Hills had implemented 7 of the 11 recommendations.

Under *The Regional Health Services Act*, Five Hills is responsible for the delivery of health care in its region, including long-term care. The Housing and Special-Care Homes Regulations outline standards for food service in long-term care homes.

To conduct this review engagement, we followed the standards for assurance engagements published in the *CPA Canada Handbook – Assurance*. To evaluate Five Hills' progress towards meeting our recommendations, we used the relevant criteria from the original audit. Five Hills' management agreed with the criteria in the original audit.

To perform our follow-up on our recommendations, we reviewed Five Hills' policy and procedures manuals, temperature and meal substitution logs, audits, and other relevant documents. We visited two long-term care facilities and conducted interviews with Five Hills' officials as necessary.

¹ 2012 Report – Volume 2, Chapter 28.



3.0 STATUS OF RECOMMENDATIONS

This section sets out each recommendation including the date on which the Standing Committee on Public Accounts agreed to the recommendation, the status of the recommendation at June 15, 2017, and Five Hills' actions up to that date. We found that Five Hills had fully implemented our recommendations.

3.1 Manual Reviewed and Updated

We recommended that Five Hills Regional Health Authority review and update its Nutrition and Food Services Policy and Procedures Manual.

(2012 Report – Volume 2; Public Accounts Committee agreement February 12, 2015)

Status – Implemented

Between 2013 and 2016, Five Hills completed its review and update of its *Nutrition and Food Services Policy and Procedures Manual*.

3.2 Modified Menus Reviewed

We recommended that Five Hills Regional Health Authority have modified menus regularly reviewed by a registered dietitian to confirm that meals served met nutritional standards. (2012 Report – Volume 2; Public

Accounts Committee agreement February 12, 2015)

Status – Implemented

Five Hills has modified menus regularly reviewed by a registered dietitian to confirm that meals served meet nutritional standards.

Five Hills requires each facility to document menu substitutions on a substitution list. If changes are required, the facility must offer substitutions from the same food group (e.g., fruit for a fruit). We found that for the two facilities we visited, staff documented substitutions on the substitution list as required.

Five Hills also requires staff at each facility to submit the substitution list on a weekly basis to a registered dietitian for review. We found the dietitian tracks and monitors the weekly substitution list submissions by facility. If the facility does not submit lists or makes inappropriate substitutions, the dietitian discusses the issue with the responsible cook. This helps to ensure the nutritional requirements are met for the residents.

3.3 Food Served at Appropriate Temperature and Texture

We recommended that Five Hills Regional Health Authority follow its policy and procedures to serve food at the appropriate temperature and texture. (2012 Report – Volume 2; Public Accounts Committee agreement February 12, 2015)

Status – Implemented

Five Hills served food at the appropriate temperature and texture.

In July 2016, management began tracking and monitoring weekly temperature logs by facility. Five Hills requires staff at each facility to submit weekly temperature logs to management. If the facility does not submit logs or record temperature as required, management discusses the issue with the responsible cook.

We found that for the two facilities we visited, staff took and recorded the temperature of food as required before it was served. We also found that Five Hills was serving food in its appropriate texture. For example, it served all pureed food individually (i.e., did not mix the food together).

3.4 Audits and Reviews Completed As Required

We recommended that Five Hills Regional Health Authority follow its policy for quality improvement by conducting annual risk-based audits or reviews of food services. (2012 Report – Volume 2; Public Accounts Committee agreement February 12, 2015)

Status – Implemented

Five Hills conducted audits of food services.

In May 2015, Five Hills completed food service audits as required by its *Nutrition and Food Services Policy and Procedures Manual*. It completed the dining experience audit, sanitation audit, and food safety audit in seven of its ten facilities. Each audit had components relating to food services. For example, in the food safety audit, Five Hills reviewed whether facilities monitored food and recorded temperatures.

In the fall of 2016, to keep its audit process current, Five Hills began reviewing its audit approaches against British Columbia's 2016 *Nutrition and Food Services Audit Manual for Long Term Care Homes*.²

² This manual was adapted by Regina Qu'Appelle Regional Health Authority and shared with Five Hills.

