

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Original Public Report

Report Issue Date: June 5, 2023

Inspection Number: 2023-1061-0004

Inspection Type:

Complaint
Critical Incident System

Licensee: Rykka Care Centres LP

Long Term Care Home and City: Banwell Gardens Care Centre, Windsor

Lead Inspector

Julie D'Alessandro (739)

Inspector Digital Signature

Additional Inspector(s)

Stacey Sullo (000750)
Cassandra Taylor (725)

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 31, 2023 and June 1, 2023

The following intake(s) were inspected:

- Intake: #00087311- complaint related to alleged abuse and personal support services
- Intake: #00087389/ CI #2263-000019-23- related to falls prevention and management

The following **Inspection Protocols** were used during this inspection:

Resident Care and Support Services
Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.