

**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

<b>Report Issue Date:</b> November 9, 2023	
<b>Inspection Number:</b> 2023-1061-0005	
<b>Inspection Type:</b> Complaint Critical Incident	
<b>Licensee:</b> Rykka Care Centres LP	
<b>Long Term Care Home and City:</b> Banwell Gardens Care Centre, Windsor	
<b>Lead Inspector</b> Julie D'Alessandro (739)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 3, 6, 7, and 8, 2023.

The following intake(s) were inspected:

- Intake: #00095680/ CI #2263-000031-23- related to falls prevention and management
- Intake: #00099413- Complaint related to alleged abuse and neglect

Intake #00092162 related to falls prevention and management was also completed in this inspection.

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

- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Falls Prevention and Management

## 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.