

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

Public Report

Report Issue Date: October 23, 2025
Inspection Number: 2025-1061-0007
Inspection Type: Critical Incident
Licensee: Kindera Living Care Centres LP by its general partners, Kindera Living Care Centres GP Inc. and Kindera Living Management Inc.
Long Term Care Home and City: Banwell Gardens Care Centre, Windsor

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 21- 23, 2025

The following intake(s) were inspected:

- Intake #00158820/ Critical Incident (CI)# 2263-000067-25: relating to alleged neglect.
- Intake #00159834/ CI# 2263-000070-25: relating to concerns with continence and wound care.
- Intake #00160605/ CI# 2263-000073-25: relating to safe and secure home.

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

- Continenence Care
- Skin and Wound Prevention and Management
- Safe and Secure Home
- Prevention of Abuse and Neglect

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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.