

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: November 21, 2025

Inspection Number: 2025-1061-0008

Inspection Type:

Complaint
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): November 12, 13, 14, 18, 19, 20, 21, 2025

The inspection occurred offsite on the following date(s): November 14, 17, 18, 19, 20, 2025

The following intake(s) were inspected:

- Intake: #00160869 - PC-2025-0004209 related to a complaint with concerns over air temperature and recreation.
- Intake: #00161017 - related to a complaint with concerns over a resident's care
- Intake: #00161361 - 2263-000076-25 related to alleged resident to resident abuse
- Intake: #00161991 - AH-2025-0004755 /2263-000078-25 related to missing controlled substances

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

Resident Care and Support Services
Housekeeping, Laundry and Maintenance Services
Medication Management
Food, Nutrition and Hydration
Responsive Behaviours
Prevention of Abuse and Neglect

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Recreational and Social Activities

INSPECTION RESULTS

WRITTEN NOTIFICATION: Medication Management

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 138 (1) (b)

Safe storage of drugs

s. 138 (1) Every licensee of a long-term care home shall ensure that,

(b) controlled substances are stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart.

A narcotics and controlled substances stationary storage cupboard was not double-locked. During an observation, it was noticed that the storage cupboard had only one lock. Staff confirmed that this cupboard that was utilized for the storage of the narcotics and controlled substances delivered by the pharmacy, had only one lock.

Sources: observation, interview with staff.