



Ministry of Health and Long-Term Care

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Ministère de la Santé et des Soins de longue durée

Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

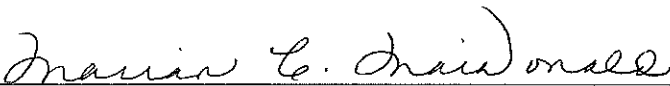
London Service Area Office
291 King Street, 4th Floor
London ON N6B 1R8

Bureau régional de services de London
291, rue King, 4^{ième} étage
London ON N6B 1R8

Telephone: 519-675-7680
Facsimilie: 519-675-7685

Téléphone: 519-675-7680
Télécopieur: 519-675-7685

Inspection Report under the LTC Homes Act, 2007 <input checked="" type="checkbox"/> Public Copy <input type="checkbox"/> Licensee Copy		Rapport d'inspection prevue de le Loi de 2007 les foyers de soins de longue durée <input type="checkbox"/> Copie du Titulaire <input type="checkbox"/> Copie de la Publique	
Date(s) of inspection/Date de l'inspection July 20, 2010		Inspection No/ d'inspection 2010-137-2919-19 Jul43644	Type of Inspection/Genre d'inspection Complaint L10290
Licensee/Titulaire Chartwell Master Care LP 100 Milverton Dr. Suite 700 Mississauga, ON L5R 4H1			
Long-Term Care Home/Foyer de soins de longue durée Chateau Gardens London 2000 Blackwater Road London, ON N5X 4K6			
Name of Inspector(s)/Nom de l'inspecteur(s) Marian C. Mac Donald - # 137			
Inspection Summary/Sommaire d'inspection			
The purpose of this inspection was to conduct a Complaint inspection. The inspection was conducted by the inspector identified above. The inspection occurred on July 20, 2010 with one inspector(s) being present on one day. During the course of the inspection, the inspector(s) spoke with: Administrator, Director of Care, Assistant Director of Care, registered staff, front line staff and resident. The following Inspection Protocols were used in part or in whole during this inspection: Reporting and Complaints. No Findings of Non-Compliance were found during this inspection.			

Signature of Licensee or Designated Representative Signature du Titulaire du représentant désigné	Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.
 	
Title:	Date:
	Date of Report (if different from date(s) of inspection). July 28, 2010