

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: February 10, 2026

Inspection Number: 2026-1131-0001

Inspection Type:

Proactive Compliance Inspection

Licensee: Craigwiel Gardens

Long Term Care Home and City: Craigholme, Ailsa Craig

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 2, 3, 4, 5, 6, 10, 2026

The following intake(s) were inspected:

- Intake: #00169087 - Custom Proactive Compliance Inspection (PCI)

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

Skin and Wound Prevention and Management
Food, Nutrition and Hydration
Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

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

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

It was identified that a resident had a previous history of requiring a modified diet texture.

A staff member accidentally provided the resident with the incorrect diet texture.

Sources: resident's clinical record; observations of the resident; and staff interviews.

COMPLIANCE ORDER CO #001 Dining and snack service

NC #002 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 79 (1) 7.

Dining and snack service

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

7. Course by course service of meals for each resident, unless otherwise indicated by the resident or by the resident's assessed needs.

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

The licensee shall:

A) Ensure that the home's dining service includes course by course service of meals for each resident, unless otherwise indicated by the resident's assessed needs or preferences, documented in their plan of care and communicated to staff responsible for serving residents meals.

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

B) Conduct a multidisciplinary review of resident's plan of care to ensure that their plan of care is based on assessment of the residents nutrition, hydration and eating care needs and preferences, in consultation with the resident and/or their substitute-decision maker. Maintain a documented record of this review, including who participated in the review, the date the review occurred, and any revisions made to the resident's plan of care as a result of the review and consultation with the resident and/or their substitute-decision maker.

C) Complete three weekly audits of the home's meal service per week to ensure that the home's dining service includes course by course service of meals for each resident, unless otherwise indicated by the resident's assessed needs or preferences and documented in their plan of care. Keep a documented record of the date and time the audits were completed, who completed the audits, any deficiencies noted, and any actions taken to address the deficiencies. The audits must continue until the order is complied.

Grounds

During a meal service, staff were observed to be serving multiple residents more than one course at the time.

Director of Hospitality and Dietary Aide confirmed that it was a usual practice of the home to place the next course in a meal on the table beside a resident when were still consuming the previous course in the meal.

There was no direction to provide multiple courses at once included in the plan of care for any resident in the home.

The home's lunch service did not include course by course service of meals multiple residents, and there was risk of food temperatures not being maintained at

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

an appropriate temperature, and residents feeling rushed to eat and not being provided with a pleasurable dining experience.

Sources: resident's clinical record; observation of meal service; and staff interviews.

This order must be complied with by March 24, 2026

COMPLIANCE ORDER CO #002 Dining and snack service

NC #003 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 79 (1) 9.

Dining and snack service

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

9. Proper techniques to assist residents with eating, including safe positioning of residents who require assistance.

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

The licensee shall:

A) Retrain all direct care staff responsible for assisting residents with eating on the home's policy related to eating assistance, including proper techniques to assist residents with eating and drinking. Maintain a documented record of the date the training was provided, who attended the training, the contents of the training, and who provided the training.

B) Complete three weekly audits of the home's snack service per week to ensure that direct care staff are using proper techniques to assist residents with eating and drinking. Maintain a documented record of the date and time the audits were

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

completed, who completed the audits, residents observed during the audit, any deficiencies noted, and any actions taken to address the deficiencies. The audits must continue until the order is complied.

Grounds

The home's policy related to eating assistance directed Personal Support Workers (PSWs) to utilize a chair to assist residents with eating.

Director of Care (DOC) indicated PSW staff were expected to be sitting in a chair at the residents eye level while assisting them with eating.

It was identified in a resident's plan of care that they were assessed to required assistance with eating.

PSW staff were observed not using proper techniques to assist residents with eating.

Sources: the home's "Eating Assistance Program" policy, policy reference: FS003050; resident's clinical record; observations and staff interviews.

This order must be complied with by March 24, 2026

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

REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

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

e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:



**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.