

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: January 5, 2026
Inspection Number: 2025-1268-0009
Inspection Type: Complaint Critical Incident
Licensee: Eden House Care Facility Inc.
Long Term Care Home and City: Eden House Nursing Home, Guelph

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 29-31, 2025, January 2, and 5, 2026

The following intakes were inspected:

- Complaint Intake #00160380 regarding a concern about the home's Whistle-blowing Protection and Retaliation policy.
- Critical Incident System (CIS) intake #00163883 regarding an allegation of staff to resident abuse; intake #00163954 regarding the home's falls prevention and management program; and intake #00164675 regarding the home's Infection Prevention and Control program.

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

- Skin and Wound Prevention and Management
- Whistle-blowing Protection and Retaliation
- Infection Prevention and Control
- Prevention of Abuse and Neglect

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Skin and wound care

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

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (i)

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

(i) receives a skin assessment by an authorized person described in subsection (2.1), using a clinically appropriate assessment instrument that is specifically designed for skin and wound assessment,

A resident was readmitted to the home from the hospital with new altered skin integrity. The resident did not receive a full skin assessment upon return, and an assessment was missed upon readmission. The missed altered skin integrity was documented nine days later.

Sources: a resident's clinical records, the home's skin and wound care program, and interviews with staff.