

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: August 8, 2025

Inspection Number: 2025-1327-0006

Inspection Type:

Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Southwood Lakes, Windsor

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 5, 6, 7, 8, 2025

The following intake(s) were inspected:

- Intake: #00151289 - 2842-000024-25 related to Falls Management and Prevention
- Intake: #00152875 - 2842-000026-25 - related to Continence Care

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

Continence Care
Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Continence Assessment

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

Non-compliance with: O. Reg. 246/22, s. 56 (2) (a)

Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(a) each resident who is incontinent receives an assessment that includes identification of causal factors, patterns, type of incontinence and potential to restore function with specific interventions, and that where the condition or circumstances of the resident require, an assessment is conducted using a clinically appropriate assessment instrument that is specifically designed for assessment of incontinence;

The licensee failed to ensure that a resident received a continence assessment, when they became incontinent of bowel and bladder. Staff acknowledged that the resident did not receive an assessment when their continence level declined.

Sources: resident's clinical record, interviews with staff.