



Ministry of Health and  
Long-Term Care

Ministère de la Santé et des Soins  
de longue durée

Inspection Report under  
the Long-Term Care  
Homes Act, 2007

Rapport d'inspection prévue  
sous *la Loi de 2007 sur les foyers  
de soins de longue durée*

Long-Term Care Homes Division  
Long-Term Care Inspections Branch

Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée

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## Public Copy/Copie du public

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
May 31, 2019	2019_536745_0013	010790-18, 018661- 18, 020098-18, 024078-18, 032831- 18, 033488-18, 001951-19, 004018-19	Critical Incident System

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### Licensee/Titulaire de permis

Henley House Limited  
200 Ronson Drive Suite 305 TORONTO ON M9W 5Z9

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### Long-Term Care Home/Foyer de soins de longue durée

The Henley House  
20 Ernest Street St. Catharines ON L2N 7T2

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### Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs

CHERYL MCFADDEN (745), DONNA TIERNEY (569)

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## Inspection Summary/Résumé de l'inspection



**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): May 27, 28, 29 and 30, 2019**

**The following critical incident intakes were completed in this Critical Incident Inspection:**

**Log#010790-18, CI#000024-18, Log#018661-18, CI#000027-18, Log#020098-18, CI#000029-18, Log#024078-18, CI#000035-18, Log# 032831-18, CI#000061-18, Log#033488-18, CI#000062-18, and Log#001951-19, CI#000002-19, were related to falls prevention.**

**Log#004018-19, CI#000005-19 was related to prevention of abuse and neglect.**

**During the course of the inspection, the inspector(s) spoke with Personal Support Workers, Registered Nurse, Registered Practical Nurse, Dietary Aide, Director of Care and Administrator.**

**During the course of the inspection, the inspectors observed, identified residents activities and care.**

**The inspectors also reviewed critical incident system reports, relevant clinical records, plans of care, and assessments for identified residents.**

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

**Falls Prevention**

**Prevention of Abuse, Neglect and Retaliation**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

Légende

WN – Avis écrit  
VPC – Plan de redressement volontaire  
DR – Aiguillage au directeur  
CO – Ordre de conformité  
WAO – Ordres : travaux et activités

Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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**Issued on this 31st day of May, 2019**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**