

**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Hamilton District**  
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## Public Report

**Report Issue Date:** October 30, 2025

**Inspection Number:** 2025-1393-0006

**Inspection Type:**

Critical Incident

Follow up

**Licensee:** Henley House Limited

**Long Term Care Home and City:** The Henley House, St Catharines

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 23 to 24, 27 to 29, 2025.

The following intake(s) were inspected:

- Intake #00156558/Critical Incident (CIS) #2909-000059-25 related to resident care and services,
- Intake #00159074/CIS #2909-000069-25 related to infection prevention and control,
- Intake #00157176 - Follow-up #1 - Compliance Order (CO) #001/ 2025-1393-0005, O. Reg. 246/22 - s. 102 (2) (b), Compliance Due Date (CDD) - October 03, 2025,
- Intake #00157175 - Follow-up #2 - CO #002/ 2025-1393-0005, O. Reg. 246/22 - s. 272, CDD - October 03, 2025.

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

- Order #001 from Inspection #2025-1393-0005 related to O. Reg. 246/22, s. 102 (2) (b)
- Order #002 from Inspection #2025-1393-0005 related to O. Reg. 246/22, s. 272

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

Resident Care and Support Services  
Infection Prevention and Control

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Dealing with complaints

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

**Non-compliance with: O. Reg. 246/22, s. 108 (1) 1.**

Dealing with complaints

s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm including, but not limited to, physical harm, to one or more residents, the investigation shall be commenced immediately.

The licensee failed to ensure that when a verbal complaint was made to a staff member regarding the care of a resident, a response was provided to the complainant within the specified number of business days after receiving the complaint.

**Sources:** Review of resident's clinical record and Home's complaint form; Interviews with staff.