

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: January 22, 2026

Inspection Number: 2026-1393-0001

Inspection Type:

Complaint
Critical Incident

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): January 7-9, 12-13, 16, 20-22, 2026.

The following intake(s) were inspected:

- Intake: #00165299 - Complaint related to food, nutrition and hydration and housekeeping, laundry and maintenance services.
- Intake: #00166170- Critical Incident (CI) related to skin and wound prevention and management.
- Intake: #00166449- CI related to fall prevention and management.

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

- Skin and Wound Prevention and Management
- Food, Nutrition and Hydration
- Housekeeping, Laundry and Maintenance Services
- Falls Prevention and Management

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

Non-compliance with: FLTCA, 2021, s. 6 (1) (a)

Plan of care

s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

(a) the planned care for the resident;

A resident's diet order was to change; however the order was not entered into their written plan of care. The written plan of care was then updated to reflect the correct order.

Sources: A resident's diet order; dietary note; and an interview with staff.

Date Remedy Implemented: January 8, 2026

WRITTEN NOTIFICATION: Plan of care

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 6 (1) (a)

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Plan of care

s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

(a) the planned care for the resident;

A resident had an alteration to their skin integrity and had a history of being at risk for this.

Their written plan of care had not contained any planned care to identify this risk, including goals and interventions to minimize and prevent further occurrences.

Sources: critical incident report; home's investigative notes, a resident's progress notes, skin assessments, and an interview with staff.

WRITTEN NOTIFICATION: Nutritional care and hydration programs

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 74 (2) (c)

Nutritional care and hydration programs

s. 74 (2) Every licensee of a long-term care home shall ensure that the programs include,

(c) the implementation of interventions to mitigate and manage those risks;

The home's nutritional care and dietary services program included parameters of when to refer a resident to the RD for issues related to chewing /swallowing and hydration risks and set out documentation requirements when responding to hydration risks. Interventions to respond to identified risks were not implemented for one resident.

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Sources: Interviews with staff, the Dietary Referral and Hydration Program policies, a resident's health record; other records.

WRITTEN NOTIFICATION: Weight changes

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 75 1.

Weight changes

s. 75. Every licensee of a long-term care home shall ensure that residents with the following weight changes are assessed using an interdisciplinary approach, and that actions are taken and outcomes are evaluated:

1. A change of 5 per cent of body weight, or more, over one month.

A resident had a change in body weight greater than 5 per cent over one month, but action was not taken to respond to the change when required.

Sources: A resident's nutritional assessment and weights; the home's Weight and Height Monitoring policy; and an interview with staff.

WRITTEN NOTIFICATION: Housekeeping

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 93 (2) (a) (ii)

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

- (a) cleaning of the home, including,

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

(ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces;

The procedure for cleaning of the dining room required spot cleaning of walls and frames be completed daily and mopping of hard surface floors after each meal; however, the procedure was not implemented in one dining room.

Sources: Observations of the dining room and Dining Room Housekeeping Policy.

WRITTEN NOTIFICATION: Maintenance services

NC #006 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 96 (2) (d)

Maintenance services

s. 96 (2) The licensee shall ensure that procedures are developed and implemented to ensure that,

(d) all plumbing fixtures, toilets, sinks, grab bars and washroom fixtures and accessories are maintained and kept free of corrosion and cracks;

Black discoloration was present behind the faucet and handles of the handwashing sink in a common area.

Sources: Observation's.