

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: March 18, 2026

Inspection Number: 2026-1393-0002

Inspection Type:
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): March 10-12, 18, 2026

The following intake(s) were inspected:

- Intake: #00170211 - related to medication management.
- Intake: #00171094 - related to resident care and support services.

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

Resident Care and Support Services
Medication Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: O. Reg. 246/22, s. 29 (3) 17.1

Plan of care

s. 29 (3) A plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident:

17.1 Medication reconciliation.

The home's Medication Reconciliation policy stated the best possible medication history

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was to be compiled from at least two sources. This was not done upon a resident's admission to the home which resulted in the resident not receiving specific medications for a period of time.

Sources: Medication Reconciliation Policy and interviews with Director of Care (DOC) and a registered staff member.



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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