

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: April 22, 2026

Inspection Number: 2026-1393-0003

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): April 16-17, and 20-22, 2026

The following intakes were inspected:

- Intake: #00171226-complaint related to falls prevention and management.
- Intake: #00172291-related to the prevention of abuse and neglect.
- Intake: #00172318-complaint related to the prevention of abuse and neglect and falls prevention and management.
- Intake: #00174489-related to safe and secure home.

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

- Resident Care and Support Services
- Safe and Secure Home
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Reporting and Complaints

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Falls Prevention and Management

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.

A written complaint was received in March 2026. The home did not provide a response within ten business days of the receipt of the complaint.

Sources: Review of the home's complaint log and attached documentation, interview with the home's management, and the Critical Incident (CI) report.