



**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 sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch

Division de la responsabilisation et de la  
performance du système de santé  
Direction de l'amélioration de la  
performance et de la conformité

Hamilton Service Area Office  
119 King Street West, 11th Floor  
HAMILTON, ON, L8P-4Y7  
Telephone: (905) 546-8294  
Facsimile: (905) 546-8255

Bureau régional de services de  
Hamilton  
119, rue King Ouest, 11<sup>ième</sup> étage  
HAMILTON, ON, L8P-4Y7  
Téléphone: (905) 546-8294  
Télécopieur: (905) 546-8255

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Feb 22, 2013	2013_188168_0011	H-001777- 12	Complaint

**Licensee/Titulaire de permis**

HENLEY HOUSE LIMITED  
200 RONSON DRIVE, SUITE 305, TORONTO, ON, M9W-5Z9

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

THE HENLEY HOUSE  
20 Ernest Street, St. Catharines, ON, L2N-7T2

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

LISA VINK (168)

**Inspection Summary/Résumé de l'inspection**



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The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): February 5, 14, 15, and 19, 2013

This inspection was conducted concurrently with Resident Quality Inspection (RQI), log number H-000072-13 and inspection number 2013-188168-0010.

Non-compliance identified, during this complaint inspection for resident #777, under the Long-Term Care Homes Act, section 6 related to the plan of care, is recorded in the RQI Report which is log number H-000072-13.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Nursing and Associate Director of Nursing, Maintenance Supervisor, and regulated and unregulated staff who worked on specified days/shifts.

During the course of the inspection, the inspector(s) reviewed the identified resident's clinical record and incident reports.

The following Inspection Protocols were used during this inspection:

Falls Prevention

Personal Support Services

~~There are no findings of Non-Compliance as a result of this inspection.~~ <sup>40</sup> <sub>FJD 2213</sub>

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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.

Issued on this 22nd day of February, 2013

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