

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Original Public Report

Report Issue Date: July 19, 2024

Inspection Number: 2024-1382-0003

Inspection Type:

Complaint
Critical Incident

Licensee: S & R Nursing Homes Ltd.

Long Term Care Home and City: Heron Terrace Long Term Care Community,
Windsor

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 11, 15-18, 2024

The following intake(s) were inspected:

- Complaint Intake: #00115799 - relating to allegations of abuse.
- Critical Incident (CI) Intake: #00115791 - CI #2898-000016-24 - complaint relating to allegations of abuse.
- CI Intake #00117861 - CI #2898-000023-24 - relating to falls prevention and management.
- CI Intake: #00118464 - CI #2898-000024-24 - relating to an injury of unknown origin.
- CI Intake: #00119706 - CI #2898-000026-24 - relating to an allegation of improper/incompetent treatment.
- CI Intake: #00121198 - CI #2898-000033-24 - relating to an injury of unknown origin.

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

Resident Care and Support Services
Skin and Wound Prevention and Management
Housekeeping, Laundry and Maintenance Services
Infection Prevention and Control
Prevention of Abuse and Neglect
Falls Prevention and Management

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. 19 (2) (c)

Accommodation services

s. 19 (2) Every licensee of a long-term care home shall ensure that,

(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

The licensee failed to ensure the front door transition strip was maintained in a safe condition and a good state of repair.

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The main entrance door metal transition strip on the ground between the concrete and tile floor of the building was observed to have had multiple holes from corrosion.

During an interview with a maintenance staff member, they indicated the maintenance department did not have a current work order for the main entrance door transition strip and confirmed the transition strip in its current state posed a potential risk for a trip hazard.

On July 18, 2024, after being made aware of the potential hazard of the transition strip. The maintenance staff member had applied a hazard strip to the metal transition strip that had covered all the corrosion holes.

Sources: Observation and staff interview.

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Date Remedy Implemented: July 18, 2024