

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: October 4, 2024

Inspection Number: 2024-1382-0005

Inspection Type:

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 dates: October 1-2, 2024

The following intakes were inspected:

- Intake: #00122705/Critical Incident (CI)#2898-000038-24 - relating to falls prevention and management
- Intake: #00127424/CI#2898-000043-24 - relating to falls prevention and management

The following intakes were completed in this inspection:

- Intake: #00121919/CI#2898-000037-24 - relating to falls prevention and management
- Intake: #00126204/CI#2898-000040-24 - relating to falls prevention and management
- Intake: #00126250/CI#2898-000041-24 - relating to falls prevention and management
- Intake: #00126673/CI#2898-000042-24 - relating to falls prevention and management

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

- Infection Prevention and Control
- Falls Prevention and Management

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.