

Ministry of Long-Term Care

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

London District

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London, ON, N6A 5R2
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Original Public Report

Report Issue Date: November 22, 2024

Inspection Number: 2024-1382-0006

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: November 18-21, 2024

The following intakes were inspected:

- Intake: #00125390/CI #2898-000039-24 related to improper/incompetent treatment of resident.
- Intake: #00128769/CI #2898-000044-24 related to outbreak.

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

Medication Management
Infection Prevention and Control

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.