

**Ministry of Long-Term Care**

Long-Term Care Operations Division

Long-Term Care Inspections Branch

**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**
**London District**

130 Dufferin Avenue, 4th Floor

London, ON, N6A 5R2

Telephone: (800) 663-3775

## Public Report

**Report Issue Date:** July 30, 2025

**Inspection Number:** 2025-1382-0005

**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 22, 23, 24, 28, 29, 30, 2025

The following intake(s) were inspected:

- Intake: #00152375-Critical Incident System report (CIS) 2898-000016-25 - related to alleged financial abuse.
- Intake: #00152775 - Complaint -related to alleged neglect.
- Intake: #00153469 - CIS 2898-000022-25 -related to a complaint submitted to the home.
- Intake: #00153509 - CIS 2898-000023-25 -related to alleged neglect.

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

Contenance Care

Skin and Wound Prevention and Management

Resident Care and Support Services

Food, Nutrition and Hydration

Prevention of Abuse and Neglect

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Responsive Behaviours  
Reporting and Complaints  
Residents' Rights and Choices

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Plan of Care

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: FLTCA, 2021, s. 6 (9) 1.**

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

The licensee has failed to ensure that the provision of the care set out in the plan of care was documented.

A resident's clinical record showed one documented episode of care for a specific period of time.

During interviews with a Registered Practical Nurse (RPN) and a Personal Support Worker (PSW) they both stated that the resident often receives the specific care on days that are not the resident's normal schedule as the resident is often not receptive when the care is scheduled. Both the RPN and PSW shared that when the care is provided on days that it was not scheduled it should be documented under the as needed section in point of care.

Sources:

Resident clinical record, interview with an RPN and PSW.