

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

## Public Report

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| <b>Report Issue Date:</b> January 15, 2026   |
| <b>Inspection Number:</b> 2026-1382-0001   |
| <b>Inspection Type:</b><br>Critical Incident   |
| <b>Licensee:</b> S & R Nursing Homes Ltd.  |
| <b>Long Term Care Home and City:</b> Heron Terrace Long Term Care Community, Windsor |

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 12- 15, 2026

The following intake(s) were inspected:

Intake #00162282/ Critical Incident(CI) #2898-000042-25: relating to alleged improper care/ neglect

Intake #00162300/ CI #2898-000043-25: relating to an injury of unknown cause.

Intake #00164392/ CI #2898-000044-25: relating to fall prevention and management.

Intake #00164975/ CI #2898-000047-25: relating to Infection Prevention and Control.

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

- Resident Care and Support Services
- Continence Care
- Skin and Wound Prevention and Management
- 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.