

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

Toronto District  
5700 Yonge Street, 5th Floor  
Toronto, ON, M2M 4K5  
Telephone: (866) 311-8002

## Public Report

<b>Report Issue Date:</b> January 28, 2026
<b>Inspection Number:</b> 2026-1337-0001
<b>Inspection Type:</b> Complaint Critical Incident Follow up
<b>Licensee:</b> The Kensington Health Centre
<b>Long Term Care Home and City:</b> The Kensington Gardens, Toronto

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 19 - 23, 26 - 28, 2026  
The inspection occurred offsite on the following date(s): January 27, 2026

The following Complaint intake(s) were inspected:

-Intake: #00161283 related to injuries of unknown cause

The following Critical Incident (CI) intake(s) were inspected:

-Intake: #00161103 [CI: 2852-000181-25] related to a fall with injury

-Intake: #00161159 [CI: 2852-000180-25] related to injuries of unknown cause

-Intake: #00161820 [CI: 2852-000182-25] related to improper care

The following Follow-Up intake(s) were inspected:

-Intakes: #00158843 and #158845 were Follow-Ups to a High Priority Compliance Order (CO (HP)) related to Plan of Care

-Intake: #00158844 was a Follow-Up to a CO (HP) related to Duty to Protect

-Intake: #00158846 was a Follow-Up to a CO (HP) related to Emergency Plans

-Intake: #00161864 was a Follow-Up to a CO related to Transferring and Positioning Techniques

The following intake(s) were completed:

-Intake: #00166363 related to a fall with injury

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:  
Order #002 from Inspection #2025-1337-0005 related to FLTCA, 2021, s. 6 (7)

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Order #003 from Inspection #2025-1337-0005 related to FLTCA, 2021, s. 24 (1)  
Order #001 from Inspection #2025-1337-0005 related to FLTCA, 2021, s. 6 (1) (c)  
Order #004 from Inspection #2025-1337-0005 related to O. Reg. 246/22, s. 268 (4) 1.  
vi.  
Order #002 from Inspection #2025-1337-0006 related to O. Reg. 246/22, s. 40

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

- Resident Care and Support Services
- Food, Nutrition and Hydration
- Prevention of Abuse and Neglect
- Staffing, Training and Care Standards
- Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: FALLS PREVENTION AND MANAGEMENT

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

**Non-compliance with: O. Reg. 246/22, s. 54 (1)**

Falls prevention and management

s. 54 (1) The falls prevention and management program must, at a minimum, provide for strategies to reduce or mitigate falls, including the monitoring of residents, the review of residents' drug regimes, the implementation of restorative care approaches and the use of equipment, supplies, devices and assistive aids. O. Reg. 246/22, s. 54 (1).

A resident's care plan indicated a device was to be in place and functioning when the resident was seated, as a falls prevention and management intervention.

The Inspector and a Registered Nurse (RN) observed the resident seated in the dining room. The RN indicated the device was not in place and functioning.

**Sources:** Resident's clinical records, observation, interview with an RN.

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## WRITTEN NOTIFICATION: MENU PLANNING

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 77 (5)**

Menu planning

s. 77 (5) The licensee shall ensure that the planned menu items are offered and available at each meal and snack. O. Reg. 246/22, s. 390 (1).

The planned menu items as per a resident's custom menu were not offered at a specific meal service and as a result the resident declined to eat their meal.

**Sources:** Observations; resident's clinical records and interviews with Personal Care Assistants (PCAs) and other staff.