

**Ministry of Long-Term Care**

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

**Central West District**

609 Kumpf Drive, Suite 105  
Waterloo, ON, N2V 1K8  
Telephone: (888) 432-7901

**Original Public Report**

<b>Report Issue Date:</b> January 17, 2024	
<b>Inspection Number:</b> 2024-1495-0001	
<b>Inspection Type:</b> Critical Incident	
<b>Licensee:</b> Knollcrest Lodge	
<b>Long Term Care Home and City:</b> Knollcrest Lodge, Milverton	
<b>Lead Inspector</b> Helene Desabrais (615)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): January 15, 16, 17, 2024.

The following intake(s) were inspected:

- Intake #00098237 related to falls prevention.

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.