

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

Report Issue Date: November 19, 2025

Inspection Number: 2025-1363-0005

Inspection Type:

Critical Incident

Licensee: Steeves & Rozema Enterprises Limited

Long Term Care Home and City: Westmount Gardens Long Term Care Home,
London

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s):

November 12, 13, 14, 17, 18, and 19, 2025

The following intake(s) were inspected:

- Intake: #00157848 - Critical Incident (CI) #2878-000069-25 related to the Fall Prevention and Management Program
- Intake: #00158813 - CI #2878-000072-25 related to the Fall Prevention and Management Program
- Intake: #00158886 - CI #2878-000073-25 related to the Prevention of Abuse & Neglect
- Intake: #00161287 - CI #2878-000077-25 related to COVID Outbreak
- Intake: #00161385 - CI #2878-000078-25 related to the Fall Prevention and Management Program

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

Resident Care and Support Services

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Infection Prevention and Control
Falls Prevention and Management

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 (2)

Plan of care

s. 6 (2) The licensee shall ensure that the care set out in the plan of care is based on an assessment of the resident and on the needs and preferences of that resident.

Resident clinical record review and staff interviews showed the care that was set out in the plan of care was not based on an assessment of the resident.

Sources: Critical Incident Report, resident clinical record and staff interviews.

WRITTEN NOTIFICATION: Transferring and positioning techniques

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

Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

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A resident did not receive safe transferring techniques.

Sources: critical incident report, resident clinical record, home's wheelchair care and use policy and staff interviews.

WRITTEN NOTIFICATION: Skin and Wound Care

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (iv)

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

(iv) is reassessed at least weekly by an authorized person described in subsection (2.1), if clinically indicated;

A resident exhibited altered skin integrity and was not reassessed weekly.

Sources: resident clinical record, resident observation, and interviews with the Director of Care and Personal Support Workers.