

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: April 16, 2026

Inspection Number: 2026-1068-0002

Inspection Type:

Complaint
Critical Incident

Licensee: Better Life LTC Inc.

Long Term Care Home and City: Maple Villa Long Term Care Centre, Burlington

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 8-10, 13, 15-16, 2026.

The following intake(s) were inspected:

- Intake: #00170784 was related to prevention of abuse and neglect.
- Intake: #00171247 was related to prevention of abuse and neglect.
- Intake: #00172273 was a complaint related to prevention of abuse and neglect, skin and wound care, and pain management.
- Intake: #00173339 was related to falls prevention and management.

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

- Skin and Wound Prevention and Management
- Prevention of Abuse and Neglect
- Pain Management
- Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty of licensee to comply with plan

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

On an identified date, a resident was not provided the correct intervention for continence care, as per their plan of care.

Sources: Review of a resident's clinical records; the Home's Investigation Notes; and interviews with staff.