

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: December 16, 2025
Inspection Number: 2025-1151-0005
Inspection Type: Complaint
Licensee: Meadow Park (London) Inc.
Long Term Care Home and City: Meadow Park (London), London

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: December 9, 15, and 16, 2025.

The inspection occurred offsite on the following dates: December 10, and 11, 2025.

The following intake was inspected:

- Intake: #00161535 - complaint regarding the care of two residents

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

- Resident Care and Support Services
- Continence Care
- Skin and Wound Prevention and Management
- Food, Nutrition and Hydration
- Housekeeping, Laundry and Maintenance Services
- Prevention of Abuse and Neglect
- Reporting and Complaints

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Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Foot care and nail care

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

Non-compliance with: O. Reg. 246/22, s. 39 (2)

Foot care and nail care

s. 39 (2) Every licensee of a long-term care home shall ensure that each resident of the home receives fingernail care, including the cutting of fingernails.

A resident did not receive fingernail care that included the cutting of the resident's fingernails.

Sources: observations of a resident's fingernails, record review of a resident's health care records, and interviews with a resident and staff.

WRITTEN NOTIFICATION: Personal items and personal aids

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

Non-compliance with: O. Reg. 246/22, s. 41 (1) (b)

Personal items and personal aids

s. 41 (1) Every licensee of a long-term care home shall ensure that each resident of the home has their personal items, including personal aids such as dentures, glasses and hearing aids,

(b) cleaned as required.

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A resident's personal item was not cleaned as required in their plan of care.

Sources: observation of a resident's personal item, record review of a resident's plan of care, and interviews with a resident and staff.

WRITTEN NOTIFICATION: Dress

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

Non-compliance with: O. Reg. 246/22, s. 44

Dress

s. 44. Every licensee of a long-term care home shall ensure that each resident of the home is assisted with getting dressed as required, and is dressed appropriately, suitable to the time of day and in keeping with the resident's preferences, in their own clean clothing and in appropriate clean footwear.

A resident was not dressed in clean clothing or footwear.

Sources: record review of the home's internal records and a resident's health care records, and an interview with staff.

WRITTEN NOTIFICATION: Dining and snack service

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 79 (1) 5.

Dining and snack service

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

5. Food and fluids being served at a temperature that is both safe and palatable to

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the residents.

The home did not follow their process to ensure food and fluids were served at a temperature that was both safe and palatable.

Sources: observation of a meal service, record review of the home's policies and internal documents, and an interview with staff.

WRITTEN NOTIFICATION: Housekeeping

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 93 (2) (a) (i)

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(a) cleaning of the home, including,

(i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces,

Two resident bedrooms were not cleaned according to the home's organized program of housekeeping.

Sources: observations of two resident bedrooms, record review of the home's housekeeping program and other internal documents, and interviews with residents and staff.