

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: August 13, 2025

Inspection Number: 2025-1118-0003

Inspection Type:

Complaint

Licensee: Niagara Health System

Long Term Care Home and City: Niagara Health System, Welland Hospital Site,
Extended Care Unit, Welland

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 6-8, 11-13, 2025

The following intake(s) were inspected:

- Intake: #00145978 - complaint related to resident care and support services, continence care, and food, nutrition, and hydration.

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

Continence Care

Food, Nutrition and Hydration

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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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.

The licensee has failed to ensure that that care set out in a resident's plan of care was provided to the resident as specified in the plan of care. The resident was observed on a specified date to not have their call bell available and accessible which was specified in their plan of care.

Sources: Observation of resident and resident plan of care.