

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: February 12, 2025
Inspection Number: 2025-1038-0001
Inspection Type: Complaint Critical Incident
Licensee: Richmond Terrace Limited
Long Term Care Home and City: Richmond Terrace, Amherstburg

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 10, 11, and 12, 2025.

The following intake(s) were inspected:

- Intake: #00136720/ CI#1149-000003-25 - related to enteric outbreak
- Intake: #00136993 - complaint related to bathing and sufficient staffing.

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

- Resident Care and Support Services
- Food, Nutrition and Hydration
- Infection Prevention and Control
- Staffing, Training and Care Standards

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Bathing

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

Non-compliance with: O. Reg. 246/22, s. 37 (1)

Bathing

s. 37 (1) Every licensee of a long-term care home shall ensure that each resident of the home is bathed, at a minimum, twice a week by the method of their choice and more frequently as determined by the resident's hygiene requirements, unless contraindicated by a medical condition.

The licensee failed to ensure that two residents received their bath twice a week.

Sources: Residents' clinical records and an interview with the Director of Clinical Services.