

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: July 23, 2025

Inspection Number: 2025-1084-0005

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: Kindera Living Care Centres LP by its general partners, Kindera Living Care Centres GP Inc. and Kindera Living Management Inc.

Long Term Care Home and City: Berkshire Care Centre, Windsor

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 15 - 17, and 22-23, 2025

The inspection occurred offsite on the following date(s): July 18, 2025

The following intake(s) were inspected:

- Intake: #00149347 - Follow-up #1 - Compliance Order (CO) #001 from inspection #2025-1084-0004 related to O. Reg. 246/22 s. 123 (1) for medication management. CDD- July 10, 2025.
- Intake: #00149222 - Complaint - relating to allegations of financial abuse.
- Intake: #00152255 - Complaint - relating to allegations of neglect and skin and wound concerns.
- Intake: #00148730 - Critical Incident (CI) #2541-000028-25 - relating to an injury of unknown origin.

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Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2025-1084-0004 related to O. Reg. 246/22, s. 123 (1)

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

- Skin and Wound Prevention and Management
- Medication Management
- Food, Nutrition and Hydration
- Responsive Behaviours
- Falls Prevention and Management
- Resident Charges and Trust Accounts

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.