

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 24, 2026

Inspection Number: 2026-1326-0002

Inspection Type:

Complaint
Critical Incident

Licensee: Schlegel Villages Inc.

Long Term Care Home and City: The Village of Wentworth Heights, Hamilton

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: April 15 -17, and 20 - 22, 2026.

The following intakes were inspected:

- Intake: #00168594 - Complaint related to resident care, services and discharge.
- Intake: #00172514 - Critical Incident (CI) - related to falls prevention and management.
- Intake: #00175415 - CI - related to prevention of abuse and neglect.

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

- Resident Care and Support Services
- Continence Care
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Falls Prevention and Management
- Admission, Absences and Discharge

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INSPECTION RESULTS

WRITTEN NOTIFICATION: 24-hour Admission Care Plan

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

Non-compliance with: O. Reg. 246/22, s. 27 (2) 1.

24-hour admission care plan

s. 27 (2) The care plan must identify the resident and must include, at a minimum, the following with respect to the resident:

1. Any risks the resident may pose to themselves, including any risk of falling, and interventions to mitigate those risks.

When a resident was admitted, their admission documents indicated that they were at risk of falling due to a history of falls. However, the resident's care plan did not include any information regarding fall risk until three days later, after they experienced a fall.

Sources: resident's clinical records; and interview with the Resident Assessment Instrument Coordinator.

WRITTEN NOTIFICATION: Discharge

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

Non-compliance with: O. Reg. 246/22, s. 157 (2) (b)

When licensee may discharge

s. 157 (2) For the purposes of subsection (1), the licensee shall be informed by,

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(b) in the case of a resident who is absent from the home, the resident's physician or a registered nurse in the extended class attending the resident.

A resident was in the hospital, and the home's physician discharged the resident, instead of the hospital's attending physician or a nurse in the extended class, as required by the legislation.

Sources: resident's clinical record; and interview with Director of Nursing Care.

WRITTEN NOTIFICATION: Records

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

Non-compliance with: O. Reg. 246/22, s. 274 (b)

Resident records

s. 274. Every licensee of a long-term care home shall ensure that,

(b) the resident's written record is kept up to date at all times.

A resident's clinical record was not kept up to date regarding communication with the hospital and the resident's condition, after the resident went to hospital.

Sources: resident's clinical record; and interview with Director of Nursing Care.