

Ministry of Long-Term Care  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

Central West District  
609 Kumpf Drive, Suite 105  
Waterloo, ON, N2V 1K8  
Telephone: (888) 432-7901

## Public Report

**Report Issue Date:** May 7, 2026

**Inspection Number:** 2026-1410-0003

**Inspection Type:**  
Critical Incident

**Licensee:** Steeves & Rozema Enterprises Limited

**Long Term Care Home and City:** St. Andrew's Terrace Long Term Care Community,  
Cambridge

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 30, 2026 and May 1, 4-7, 2026.

The following intake(s) were inspected:

- Intakes: #00173941 and #00174686, related to prevention of abuse and neglect,
- Intake: #00175589, related to falls prevention.

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

Prevention of Abuse and Neglect  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Plan of Care

NC # 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.

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A resident's care plan was not followed during care when they received one staff assistance instead two staff assistance, as indicated in their care plan, causing the resident pain.

**Sources:** A resident's clinical record, a Critical Incident report and interview with a staff member.

### WRITTEN NOTIFICATION: Skin and Wound Care

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

**Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (i)**

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

(i) receives a skin assessment by an authorized person described in subsection (2.1), using a clinically appropriate assessment instrument that is specifically designed for skin and wound assessment,

A resident did not receive a clinically appropriate skin assessment for their wound until 16 days later.

**Sources:** A resident's clinical records, and interviews with staff members.

### WRITTEN NOTIFICATION: Skin and Wound Care

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

**Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (iv)**

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

(iv) is reassessed at least weekly by an authorized person described in subsection (2.1), if clinically indicated;

A resident did not receive their weekly wound assessments for period of 16 days.



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**Sources:** A resident's clinical records and interviews with staff members.



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