

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: September 11, 2025

Inspection Number: 2025-1612-0005

Inspection Type:
Critical Incident

Licensee: The Regional Municipality of Niagara

Long Term Care Home and City: The Woodlands of Sunset, Welland

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 9-11, 2025

The following intake(s) were inspected:

- Intake: #00151509-Critical Incident (CI) #M617-000013-25 - related to resident care and support services.

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

Resident Care and Support Services

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty of licensee to comply with plan

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

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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 the care set out in the plan of care was provided to a resident. On two specified dates respectively, one Personal Support Worker (PSW) staff assisted the resident with their bathing. The resident sustained a fall with injury during bathing on one of these specified dates. Their plan of care indicated they required two staff assistance for bathing.

Sources: Resident's plan of care and Progress Notes; interviews with staff.