

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007****Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée****Long-Term Care Operations Division  
Long-Term Care Inspections Branch****Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**Toronto Service Area Office  
5700 Yonge Street 5th Floor  
TORONTO ON M2M 4K5  
Telephone: (416) 325-9660  
Facsimile: (416) 327-4486Bureau régional de services de  
Toronto  
5700, rue Yonge 5e étage  
TORONTO ON M2M 4K5  
Téléphone: (416) 325-9660  
Télécopieur: (416) 327-4486**Public Copy/Copie du rapport public**

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 29, 2021	2021_642698_0004	011076-20, 013980- 20, 025840-20	Complaint

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**Licensee/Titulaire de permis**Regency LTC Operating Limited Partnership on behalf of Regency Operator GP Inc. as  
General Partner  
7070 Derrycrest Drive Mississauga ON L5W 0G5**Long-Term Care Home/Foyer de soins de longue durée**Chartwell Westbury Long Term Care Residence  
495 The West Mall Etobicoke ON M9C 5S3**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

ORALDEEN BROWN (698)

**Inspection Summary/Résumé de l'inspection**

**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): February 18, 19, 22-26, and March 1-3, 2021.**

**The following intakes were completed during the course of this inspection:**

**Log #011076-20 related to neglect.**

**Log #013980-20 related to multiple care areas.**

**Log #025840-20 related to staffing.**

**During the course of the inspection, the inspector(s) spoke with the Executive Director (ED), Director of Care (DOC), Registered Nurse (RN), Registered Practical Nurse (RPN), Personal Care Provider (PCP) residents and family.**

**During the course of the inspection, the inspector(s) conducted observations of resident, staff and resident interactions and the provision of care; conducted review of resident health records, complaint records, policies and procedures.**

**Please Note: A Written Notice (WN) and Voluntary Plan of Correction (VPC), related to O. Reg. 79/10, r. 8. (1) (b). and O. Reg. 79/10, s. 26 (3), were identified in this inspection for non-compliances related to policy and plan of care log #011076-20, and were issued in a concurrent Critical Incident System (CIS) inspection report #2021\_642698\_0005.**

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

**Infection Prevention and Control**

**Personal Support Services**

**Prevention of Abuse, Neglect and Retaliation**

**Reporting and Complaints**

**Skin and Wound Care**

**Sufficient Staffing**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<p>Legend</p> <p>WN – Written Notification  VPC – Voluntary Plan of Correction  DR – Director Referral  CO – Compliance Order  WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit  VPC – Plan de redressement volontaire  DR – Aiguillage au directeur  CO – Ordre de conformité  WAO – Ordres : travaux et activités</p>
<p>Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**Issued on this 13th day of April, 2021**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**