

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: July 15, 2025

Inspection Number: 2025-1439-0005

Inspection Type:

Complaint
Critical Incident

Licensee: The Royale Development GP Corporation as general partner of The Royale Development LP

Long Term Care Home and City: Silverthorn Community, Mississauga

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 3- 4, 7- 11, 14- 15, 2025.

The following intake(s) were inspected:

- Intake: #00146580/ Critical Incident (CI) 2956-000018-25 was related to prevention of abuse and neglect.
- Intake: #00148157 was related to a complaint with concerns related to resident care and support services.

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

Resident Care and Support Services
Housekeeping, Laundry and Maintenance Services
Medication Management
Prevention of Abuse and Neglect
Staffing, Training and Care Standards

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Accommodation services

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

Non-compliance with: FLTCA, 2021, s. 19 (2) (c)

Accommodation services

s. 19 (2) Every licensee of a long-term care home shall ensure that,

(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

(a) The licensee has failed to ensure that the home is maintained in a safe condition and in a good state of repair.

Specifically, the window in a resident's room was not maintained in a good state of repair which impeded the full closure and secure locking of the window, resulting in exposure to drafts.

Sources: Observation and interview with staff.

(b) The licensee has failed to ensure that the home's furnishings are maintained in a good state of repair.

Specifically, a furniture piece in a resident's room was not maintained in a good state of repair and posed a potential risk of injury to the resident.

Sources: Observation and interview with staff.