

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

Toronto District
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Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Public Report

Report Issue Date: February 3, 2026

Inspection Number: 2026-1442-0001

Inspection Type:

Complaint
Critical Incident

Licensee: The Reikai Centres

Long Term Care Home and City: Wellesley Central Place, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 22, 26, 27, 28, 29, 30, 2026, February 2, and 3, 2026.

The inspection occurred offsite on the following date(s): January 23, 2026.

The following complaint intake(s) were inspected:

- Intake #00165911 was related to Neglect, Food and Nutrition.
- Intake: #00167541 - Medication, Pain Management Neglect and Reporting and Complaints.

The following Critical Incident (CI) intake(s) was inspected:

- Intake #00167676 - CI #2959-000002-26/2959-000003-26 was related to a complaint regarding medication, pain management, neglect, reporting and complaints.

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

Medication Management
Food, Nutrition and Hydration
Prevention of Abuse and Neglect
Reporting and Complaints
Pain Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

NC #001 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.

A resident's care plan directed staff to provide specific preparation of a food item before serving to mitigate the risk of choking. On an identified date, the food item served to the resident was not consistent with their diet order.

Sources: Mealtime observation; and the resident's clinical records.