

**Ministry of Long-Term Care**

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

**London District**

130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

**Public Report**

**Report Issue Date:** December 10, 2025

**Inspection Number:** 2025-1447-0009

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** Axium Extendicare LTC II LP, by its general partners Extendicare LTC Managing II GP Inc. and Axium Extendicare LTC II GP Inc.

**Long Term Care Home and City:** McGarrell Place, London

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): December 4, 5, 8, 9, 10, 2025

The following intake(s) were inspected:

- Intake: #00162068 - Complainant regarding alleged neglect of a resident.
- Intake: #00162251 - Fall of a resident with an injury.
- Intake: #00162583 - Concerns regarding resident privacy.
- Intake: #00163048 - Concerns regarding pest control.
- Intake: #00163073 - Concerns regarding pest control.
- Intake: #00163196 - Concerns regarding pest control.

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

Resident Care and Support Services  
Housekeeping, Laundry and Maintenance Services  
Residents' Rights and Choices

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Falls Prevention and 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 (9) 1.**

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

A Resident's plan of care required staff to reposition them every two hours and document the completion of the task. Between November 10 and December 7, 2025, documentation for this task was not completed on numerous occasions.

**Sources:** Record reviews and interviews.

### WRITTEN NOTIFICATION: Weight Monitoring

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

**Non-compliance with: O. Reg. 246/22, s. 74 (2) (e) (i)**

Nutritional care and hydration programs

s. 74 (2) Every licensee of a long-term care home shall ensure that the programs include,

(e) a weight monitoring system to measure and record with respect to each resident,

- (i) weight on admission and monthly thereafter.

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Review of a residents vital records revealed that resident's weight was not measured or documented for two consecutive months. The home's policy requires staff to measure and record resident weight on a monthly basis. Staff confirmed that the required weight documentation was not completed during this period.

**Sources:** Record reviews and interviews.

## **WRITTEN NOTIFICATION: Food Production**

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 78 (7) (c)**

Food production

s. 78 (7) The licensee shall ensure that the home has and that the staff of the home comply with,

(c) a cleaning schedule for the food production, servery and dishwashing areas.

The cleaning schedule requires detailed daily cleaning of the servery and was not completed as required.

**Sources:** Observation, record review and interviews.