



**Inspection Report
under the Long-Term
Care Homes Act, 2007**

**Rapport d'inspection
prévue le Loi de 2007
les foyers de soins de
longue durée**

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

London Service Area Office
291 King Street, 4th Floor
London ON N6B 1R8

Bureau régional de services de London
291, rue King, 4^{ième} étage
London ON N6B 1R8

**Ministère de la Santé et des Soins de
longue durée**

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

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Date of inspection/Date de l'inspection June 13, 2011	Inspection No/ d'inspection 2011_172_2979_13Jun130417	Type of Inspection/Genre d'inspection Complaint L-000658 IL-17794-LO
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Licensee/Titulaire
The Homewood Corporation, 150 Delhi Street, Guelph, ON N1E 6K9

Long-Term Care Home/Foyer de soins de longue durée
The Village of Glendale Crossing, 3030 Singleton Ave., London, ON N6L0B6

Name of Inspector/Nom de l'inspecteur
Joan L. Woodley ID#172

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a Complaint inspection related to personal care..

During the course of the inspection, the inspector spoke with: the Administrator, the Director of Nursing and Personal Care, the resident, 2 Registered Nurses, and 1 Personal Support Worker,

During the course of the inspection, the inspector: held interviews, reviewed the health care record, observed resident, staff interaction and observed resident's room.

The following Inspection Protocol was used during this inspection: Personal Support Services

There are no findings of Non-Compliance as a result of this inspection.



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Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné		Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.	
		<i>Jean R. Hoodley</i>	
Title:	Date:	Date of Report:	
		<i>June 13, 2011</i>	