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Inspection Report Under the
Fixing Long-Term Care Act, 2021

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

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

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Public Report

Report Issue Date: April 16, 2025
Inspection Number: 2025-1461-0002
Inspection Type: Complaint Critical Incident
Licensee: Schlegel Villages Inc.
Long Term Care Home and City: The Village of Glendale Crossing, London

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 9, 10, 11, 14, 15, 16, 2025.

The following intake(s) were inspected:
- Intake: #00140456, Critical Incident related to a fall
- Intake: #00141584, Complaint relate to care concerns
- Intake: #00142852, Critical Incident related to a fall
- Intake: #00143067, Critical Incident related to a fall

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

Resident Care and Support Services
Falls Prevention and Management

INSPECTION RESULTS

Ministry of Long-Term Care
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WRITTEN NOTIFICATION: Plan of Care

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: FLTCA, 2021, s. 6 (1) (c)
Plan of care
s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,
 (c) clear directions to staff and others who provide direct care to the resident.

The licensee has failed to ensure that the written plan of care for a resident set out clear directions to staff and others who provided direct care to the resident. There were conflicting numbers of times that a specific care item was to be provided in various areas of the plan of care. Three months of records showed multiple times of missing documentation of the specified care provided.

Sources: Health records for a resident, observations of a resident and resident and staff interviews.