

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: May 20, 2025

Inspection Number: 2025-1473-0003

Inspection Type:

Complaint
Critical Incident

Licensee: Henley Place Limited

Long Term Care Home and City: Henley Place, London

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s):
May 13, 14, 15, 16, and 20, 2025

The following intake(s) were inspected:

- Intake: #00144935 - Critical Incident (CI) #3045-000017-25 related to Falls Prevention and Management.
- Intake: #00146311 - CI #3045-000020-25 related to Falls Prevention and Management.
- Intake: #00146533 - IL-0139813-LO Anonymous Complaint related to Nutritional Services, Staffing Credentials, Housekeeping and Resident Care.

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

- Resident Care and Support Services
- Food, Nutrition and Hydration
- Housekeeping, Laundry and Maintenance Services
- Responsive Behaviours
- Staffing, Training and Care Standards

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

Falls Prevention and Management

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.