

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: August 5, 2025

Inspection Number: 2025-1473-0005

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): July 29, 30, 31, 2025 and August 5, 2025

The following intake(s) were inspected:

- Intake: #00149959 - Critical Incident System (CIS) report #3045-000027-25, related to falls management;
- Intake: #00150902 - Complaint related to air temperatures and allegations of misappropriation of residents' finances;
- Intake: #00151001 - Complaint related to air temperatures, food production and other care concerns;
- Intake: #00151225 - Complaint related to menu planning, use of robots, misappropriation of residents' finances.

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

- Resident Care and Support Services
- Food, Nutrition and Hydration
- Housekeeping, Laundry and Maintenance Services
- Safe and Secure Home
- 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.