

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: September 16, 2025

Inspection Number: 2025-1473-0006

Inspection Type:
Complaint

Licensee: Henley Place Limited

Long Term Care Home and City: Henley Place, London

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 9, 10, 11, 12, 15, 16, 2025

The following intake(s) were inspected:

- Intake: #00154723, complaint related to housekeeping services in a resident's room.
- Intake: #00154883, complaint related to specific resident care concerns.
- Intake: #00157154, complaint related to specific resident care concerns.

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

Resident Care and Support Services
Housekeeping, Laundry and Maintenance Services
Prevention of Abuse and Neglect
Falls Prevention and Management

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INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

Non-compliance with: FLTCA, 2021, s. 19 (2) (a)

Accommodation services

s. 19 (2) Every licensee of a long-term care home shall ensure that,
(a) the home, furnishings and equipment are kept clean and sanitary;

The licensee has failed to ensure the home and furnishings in a resident's room were kept clean.

Observations on a certain date in a resident's room with Environmental Services Manager (ESM) and Regional Environmental Manager showed loose and dried up debris and dirt on the floor close to the baseboards. The privacy curtain was visibly stained. They said the curtains were changed quarterly and as needed, and dirt on the floor should not have been pushed to the side.

Observations on the next date showed the room was cleaned and privacy curtain was changed.

Date Remedy Implemented: September 10, 2025