

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

Amended Public Report Cover Sheet (A1)

Amended Report Issue Date: November 28, 2025

Original Report Issue Date: November 18, 2025

Inspection Number: 2025-1473-0007 (A1)

Inspection Type:

Complaint

Critical Incident

Licensee: Henley Place Limited

Long Term Care Home and City: Henley Place, London

AMENDED INSPECTION SUMMARY

This report has been amended to:

The Compliance Order #001 for inspection #2025-1473-0007 was amended on November 28, 2025, to change the issued legislation from O. Reg 246/22 s. 55 (2.1 (1) to **FLTCA s. 3 (1) 16**.

The Compliance Due Date was updated to **December 22, 2025**.

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INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 6, 7, 12, 13, 14, 17, 18, 2025

The following intake(s) were inspected:

Intake #00157849 / Critical Incident System (CIS) #3045-000037-25 related to Falls Prevention and Management.

Intake #00158621 / CIS #3045-000038-25 related to Falls Prevention and

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Management.

Intake #00159501 / CIS #3045-000040-25 related to a missing Resident.

Intake #00159692 / CIS # 3045-000041-25 related to Falls Prevention and Management.

Intake #00159787 / CIS # 245-2025-2599-10-07-2025 related to a complaint concern regarding operation of the home.

Intake #00161252 / CIS # 3045-000044-25 related to improper care of a resident.

Intake #00161416 / CIS #3045-000045-25 related to Skin and Wound care.

Intake #00162093 / CIS # 3045-000048-25 related to Falls Prevention and Management.

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

Skin and Wound Prevention and Management
Continence Care
Housekeeping, Laundry and Maintenance Services
Safe and Secure Home
Staffing, Training and Care Standards
Reporting and Complaints
Recreational and Social Activities
Falls Prevention and Management

AMENDED INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Right to quality care and self-determination

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: FLTCA, 2021, s. 3 (1) 16.

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Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted: 16. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.

**The inspector is ordering the licensee to comply with a Compliance Order
[FLTCA, 2021, s. 155 (1) (a)]:**

The Licensee shall:

1. Retrain two Registered Staff Nurses on the roles and responsibilities of registered nurses regarding the delegation of care to Personal Support Workers (PSW). Specifically which roles within the scope of practice of registered nurses can not be delegated to a PSW. Include the name of the trainer (Director of Care or delegate), dates, position, and training material used in the re-training.
2. Communicate the expectation of PSWs with regards to their scope of practice related to Skin and Wound Care for all staff on affected home area. Keep a record of the information and teaching provided, dates, and acknowledgement from staff of the training/teaching provided. This can be in the form of a sign off document that have been read and understood by all full-time and part-time staff working on Harris Park home area.

Grounds

In the months of September and October 2025, a Personal Support Worker (PSW) provided four residents with treatments which only nurses were authorized to perform.

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Two registered nurses were aware of the PSW providing the treatments but failed to stop the PSW, and they did not report the incidents to the home's management or to the Ministry of Long-Term Care.

Sources:

Residents clinical records, home's investigation notes, and interviews with staff.

This order must be complied with by

December 22, 2025.

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

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e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

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Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.