

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

**Hamilton District**  
119 King Street West, 11th Floor  
Hamilton, ON, L8P 4Y7  
Telephone: (800) 461-7137

## Original Public Report

<b>Report Issue Date:</b> November 20, 2023	
<b>Inspection Number:</b> 2023-1477-0006	
<b>Inspection Type:</b> Complaint Critical Incident Follow-up	
<b>Licensee:</b> 859530 Ontario Inc. (operating as Jarlette Health Services)	
<b>Long Term Care Home and City:</b> Royal Rose Place, Welland	
<b>Lead Inspector</b> Betty Jean Hendricken (740884)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Tracey Delisle (741863)	

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 30, 31, 2023, November 1-3 and 6-8, 2023.

The following intake(s) were inspected:

- Intake: #00093786 - (follow-up) related to staffing, training and care standards.
- Intake: #00097348 - (critical incident) related to falls prevention and management.
- Intake: #00098518 - (complaint) related to prevention of abuse and neglect.

The following intakes were completed:

- Intake: #00093010 - (critical incident) related to falls prevention and management.
- Intake: #00095316 - (critical incident) related to falls prevention and management.
- Intake: #00097387 - (critical incident) related to prevention of abuse and neglect.

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2023-1477-0005 related to FLTCa, 2021, s. 6 (7) inspected by Betty Jean Hendricken (740884)

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

- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Staffing, Training and Care Standards
- 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.