Ontario

Inspection Report Under the
Fixing Long-Term Care Act, 2021

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

Hamilton District
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Public Report

Report Issue Date: November 17, 2025
Inspection Number: 2025-1477-0007
Inspection Type: Proactive Compliance Inspection
Licensee: 859530 Ontario Inc. (operating as Jarlette Health Services)
Long Term Care Home and City: Royal Rose Place, Welland

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 4-7, November 10, November 12-14, and November 17, 2025

The following intake(s) were inspected:
- Intake: #00161176 - Proactive Compliance Inspection

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

Continence Care
Infection Prevention and Control
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: Responsive behaviours

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: O. Reg. 246/22, s. 58 (4) (c)
Responsive behaviours
s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,
(c) actions are taken to respond to the needs of the resident, including assessments, reassessments and interventions and that the resident's responses to interventions are documented.

As per the home's standard operating procedure for responsive behaviours, a weekly review of a responsive behaviour intervention must be documented in a resident's electronic documentation system. It also indicated that when discontinuing the intervention, the power of attorney must be informed and the plan of care be updated to reflect the discontinuation.

On a specified date, a resident's responsive behaviour needs were reassessed and an intervention was discontinued. There was no documentation in the resident's plan of care and electronic chart that indicated the family was informed that the responsive behavior intervention was discontinued.

Sources: Interviews with staff and a resident's family; a resident's plan of care; staff schedules; responsive behaviour policies and procedures.