

**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

## Public Report

**Report Issue Date:** November 18, 2025

**Inspection Number:** 2025-1704-0005

**Inspection Type:**

Critical Incident

**Licensee:** Westhills Care Centre Inc.

**Long Term Care Home and City:** Westhills Care Centre, St Catharines

## INSPECTION SUMMARY

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

The following intake(s) were inspected:

- Intake: #00156777 - Critical Incident (CI) #3058-000015-25 - related to falls prevention and management.
- Intake: #00161179 - CI #3058-000020-25 - related to falls prevention and management.

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

Falls Prevention and Management

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Pain management

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 57 (2)**

Pain management

s. 57 (2) Every licensee of a long-term care home shall ensure that when a resident's pain is not relieved by initial interventions, the resident is assessed using a clinically appropriate assessment instrument specifically designed for this purpose.

A resident had pain on a specified date that was not relieved by initial interventions. The resident was not assessed using a clinically appropriate assessment instrument specifically designed for this purpose.

**Sources:** Resident's clinical records and interview with DOC.