

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:** December 16, 2025

**Inspection Number:** 2025-1704-0006

**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): December 4, 9-12, 15, 16, 2025

The following intake(s) were inspected:

-Intake: #00162034 and Intake: #00162179 related to Falls Prevention and Management

-Intake: #00163868 related to Resident Care and Support Services

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

Resident Care and Support Services  
Falls Prevention and Management

## 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)

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**Non-compliance with: FLTCA, 2021, s. 6 (4) (b)**

Plan of care

s. 6 (4) The licensee shall ensure that the staff and others involved in the different aspects of care of the resident collaborate with each other,

(b) in the development and implementation of the plan of care so that the different aspects of care are integrated and are consistent with and complement each other.

Resident had a fall that resulted in an injury and required a specified equipment. The physiotherapist assessed and revised the resident's mobility/ ambulation status to include that the resident could use another assistive device with the staff assistance; however, this change was only documented in the progress notes, was not integrated in the resident's written care plan or Kardex, and did not complement the resident's assessed mobility needs. On an identified date, the written care plan and Kardex were updated to integrate the resident's assessed mobility needs.

**Sources:** Resident's clinical record, interview with staff.

Date Remedy Implemented: An identified date

**WRITTEN NOTIFICATION: Required programs**

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 53 (1) 1.**

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

1. A falls prevention and management program to reduce the incidence of falls and the risk of injury.

The home's falls policy directed staff to follow the established interventions as outlined in the resident's plan of care. Resident's plan of care for falls indicated that specific interventions should be in place, which did not occur on an identified date.

**Sources:** Resident's clinical record, Falls Prevention and Management Policy.