

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: April 1, 2026

Inspection Number: 2026-1704-0002

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): March 27, 30-31, 2026 and April 1, 2026

The following intake(s) were inspected:

- Intake: #00171737 - related to resident care and support services.
- Intake: #00174498 - related to falls prevention and management.

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

Resident Care and Support Services
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Involvement of resident, etc.

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

Non-compliance with: FLTCA, 2021, s. 6 (5)

Plan of care

s. 6 (5) The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate fully in the development and implementation of the resident's plan of care.

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A resident's substitute decision maker (SDM) was not provided the opportunity to fully participate in developing the resident's plan of care when the resident was referred to and assessed by a physician without the SDM's consent.

Sources: Resident clinical record and interviews with the Administrator and registered staff.