

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: April 29, 2025

Inspection Number: 2025-1430-0003

Inspection Type:

Critical Incident

Licensee: Kindera Living (Sprucedale) LTC LP by its general partners, Kindera Living (Sprucedale) LTC GP Inc. and Kindera Living (Sprucedale) Inc.

Long Term Care Home and City: Sprucedale Care Centre, Strathroy

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 25, 28 and 29, 2025

The following intake(s) were inspected:

- Intake: #00143379 - 2946-000003-25 Related to Physical Abuse of resident.

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

Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to Protect

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

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Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

The licensee has failed to ensure that a resident was protected from abuse by Personal Support Worker (PSW).

Sources: Investigation notes, Abuse and Neglect Policy RCS P-10 (last reviewed June 27, 2024), Letter to the PSW, and interviews with the Director of Care (DOC) and other staff.