

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

Original Public Report

Report Issue Date: November 9, 2023

Inspection Number: 2023-1061-0005

Inspection Type:

Complaint
Critical Incident

Licensee: Rykka Care Centres LP

Long Term Care Home and City: Banwell Gardens Care Centre, Windsor

Lead Inspector

Julie D'Alessandro (739)

Inspector Digital Signature

Additional Inspector(s)

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 3, 6, 7, and 8, 2023.

The following intake(s) were inspected:

- Intake: #00095680/ CI #2263-000031-23- related to falls prevention and management
- Intake: #00099413- Complaint related to alleged abuse and neglect

Intake #00092162 related to falls prevention and management was also completed in this inspection.

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Falls Prevention and Management

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.