

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**London Service Area Office
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jun 18, 2020	2020_729615_0011	005802-20, 008687- 20, 010842-20	Complaint

Licensee/Titulaire de permisS & R Nursing Homes Ltd.
265 North Front Street Suite 200 SARNIA ON N7T 7X1**Long-Term Care Home/Foyer de soins de longue durée**Heron Terrace Long Term Care Community
11550 McNorton Street WINDSOR ON N8P 1T9**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

HELENE DESABRAIS (615)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): June 8, 9, 11 and 12, 2020.

The following Complaints were inspected during this inspection:

Complaint #IL-77574-LO/Log #008687-20 related to infection prevention and control, falls prevention, prevention of abuse, neglect and retaliation and reporting and complaints;

Complaint Log #010842-20 related to minimizing of restraining, infection prevention and control, falls prevention, prevention of abuse, neglect and retaliation and reporting and complaints;

Complaint #IL-76028-LO/Log #005802-20 related to infection prevention and control.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, a Registered Practical Nurse and two Personal Support Workers.

The inspector also made observations of staff interactions with residents, interviewed staff, reviewed residents' health records and other relevant documentation.

The following Inspection Protocols were used during this inspection:

Falls Prevention

Infection Prevention and Control

Minimizing of Restraining

Prevention of Abuse, Neglect and Retaliation

Reporting and Complaints

During the course of this inspection, Non-Compliances were not issued.

0 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend

WN – Written Notification
 VPC – Voluntary Plan of Correction
 DR – Director Referral
 CO – Compliance Order
 WAO – Work and Activity Order

Légende

WN – Avis écrit
 VPC – Plan de redressement volontaire
 DR – Aiguillage au directeur
 CO – Ordre de conformité
 WAO – Ordres : travaux et activités

Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this 18th day of June, 2020

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

Original report signed by the inspector.