

**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
Sep 25, 2020	2020_533115_0018	015086-20, 015891- 20, 017218-20	Critical Incident System

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**

TERRI DALY (115), ALICIA MARLATT (590)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): September 21, 22 and 23, 2020.

**The following Follow-up intake was completed within this inspection:
Log #015086-20 for Compliance Order (CO) #001 from Inspection
#2020_788721_0014 with Compliance Due Date (CDD) August 31, 2020, related to
alternatives to restraining.**

**The following Critical Incident (CI) intakes related to falls prevention were
completed with this inspection:
Log #015891-20 / CI 2898-000006-20 and Log #017218-20 / CI 2898-000007-20.**

**During the course of the inspection, the inspector(s) spoke with the Administrator,
the Manager of Resident Care, the Nursing Supervisor, Registered Practical
Nurses, a Personal Support Workers and residents.**

**The inspectors also observed residents and the care provided to them, reviewed
health care records and plans of care for identified residents, reviewed a relevant
policy and procedure of the home and the homes action plan related to the
compliance order.**

**The following Inspection Protocols were used during this inspection:
Falls Prevention
Minimizing of Restraining**

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)

The following previously issued Order(s) were found to be in compliance at the time of this inspection:

Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO	INSPECTOR ID #/ NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 31. (2)	CO #001	2020_788721_0014		115

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Légende
<p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

Issued on this 25th day of September, 2020

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

Original report signed by the inspector.