

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: September 23, 2024

Inspection Number: 2024-1382-0004

Inspection Type: Follow up

Licensee: S & R Nursing Homes Ltd.

Long Term Care Home and City: Heron Terrace Long Term Care Community,
Windsor

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 18, 19, 2024

The following intake(s) were inspected:

- Intake: #00119090 - Follow-up #1 – Compliance Order #003 / 2024-1382-0002 related to O. Reg. 246/22 s. 252 (3) Hiring staff, accepting volunteers. Compliance Due Date July 16, 2024.
- Intake: #00119091 - Follow-up #1 - Compliance Order #002 / 2024-1382-0002 related to O. Reg. 246/22 s. 102 (12) 4. Infection prevention and control. Compliance Due Date July 16, 2024.
- Intake: #00119092 - Follow-up #1 - Compliance Order #001 / 2024-1382-0002 related to FLTCA, 2021 s. 82 (2) 3 Orientation. Compliance Due Date July 16, 2024.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:
Order #003 from Inspection #2024-1382-0002 related to O. Reg. 246/22, s. 252 (3)

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Order #002 from Inspection #2024-1382-0002 related to O. Reg. 246/22, s. 102 (12) 4.
Order #001 from Inspection #2024-1382-0002 related to FLTCA, 2021, s. 82 (2) 3.

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

Safe and Secure Home

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.