

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: January 29, 2025
Inspection Number: 2025-1382-0001
Inspection Type: Complaint
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): January 21, 23, 24, 27, and 29, 2025.
The following intake(s) were inspected:

Intake #00133911- Complaint with concerns regarding continence care, transfers, personal support services, and staffing.

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

- Continenence Care
- Resident Care and Support Services
- Infection Prevention and Control
- Staffing, Training and Care Standards
- Restraints/Personal Assistance Services Devices (PASD) Management

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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.