

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: April 17, 2025

Inspection Number: 2025-1382-0003

Inspection Type:

Critical Incident

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): April 14 - 17, 2025

The following intake(s) were inspected:

- Intake: #00142361 CI#2898-000005-25 - related to fall of resident

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

Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Inclusion of PASD in the Plan of Care

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 36 (3)

PASDs that limit or inhibit movement

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s. 36 (3) Every licensee of a long-term care home shall ensure that a PASD described in subsection (1) is used to assist a resident with a routine activity of living only if the use of the PASD is included in the resident's plan of care.

The licensee failed to ensure that a personal device used by a resident was included in resident's plan of care. During interviews with staff, it was indicated that resident was using a personal device, but the use of this device was omitted to be documented in the plan of care of the resident.

Sources: interviews with Personal Support Worker staff and Falls Lead, resident's clinical record.