



**Inspection Report
under the *Long-Term
Care Homes Act, 2007***

**Rapport d'inspection
prévue le *Loi de 2007
les foyers de soins de
longue durée***

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

London Service Area Office
291 King Street, 4th Floor
London ON N6B 1R8

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London ON N6B 1R8

**Ministère de la Santé et des Soins de
longue durée**

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Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

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| Date(s) of inspection/Date de l'inspection | Inspection No/ d'Inspection | Type of Inspection/Genre d'Inspection |
|--|-----------------------------|---------------------------------------|
| December 7, 2010 | 2010_115_2898_07Dec114306 | Complaint L-01701 |

Licensee/Titulaire.
S & 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, 11550 McNorton Street, Windsor, ON N8P 1T9

Name of Inspector(s)/Nom de l'inspecteur(s)
Terri Daly #115

Inspection Summary/Sommaire d'inspection

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

During the course of the inspection, the inspector spoke with: Administrator, Manager of Resident Care, 1 PRN, 2 PSW's, 1 housekeeping aide and 1 resident.

During the course of the inspection, the inspector: toured the resident room, reviewed resident's clinical records, reviewed Lost Laundry Policy.

The following Inspection Protocols were used in part or in whole during this inspection:
Personal Support Services Inspection Protocol
Accommodation Services - Laundry Inspection Protocol

There are no findings of Non-Compliance as a result of this inspection.

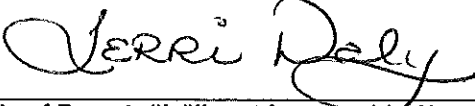


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| Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné | | Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé. | |
| | |  | |
| Title: | Date: | Date of Report: (if different from date(s) of inspection). | |
| | | December 10, 2010 | |