

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: April 27, 2023	
Inspection Number: 2023-1363-0003	
Inspection Type: Complaint Critical Incident System	
Licensee: Steeves & Rozema Enterprises Limited	
Long Term Care Home and City: Westmount Gardens Long Term Care Home, London	
Lead Inspector Meagan McGregor (721)	Inspector Digital Signature
Additional Inspector(s) Brandy MacEachern (000752)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 5, 11, 13-14, 17-19, and 24-25, 2023.

The following intake(s) were completed in this complaint inspection:

- Intake: #00012940 related to concerns of improper care; and
- Intake: #00018772 related to continence care.

The following intake(s) were completed in this Critical Incident (CI) inspection:

- Intake: #00009031/CI #2878-000035-22;
- Intake: #00009076/CI #2878-000037-22;
- Intake: #00020043/CI #2878-000005-23;
- Intake: #00021905/CI #2878-000009-23;
- Intake: #00021904/CI #2878-000010-23; and
- Intake: #00085340/CI #2878-000016-23 related to falls prevention and management; and
- Intake: #00022962/CI #2878-000011-23 related to concerns of improper care.

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

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Resident Care and Support Services
Contenance Care
Infection Prevention and Control
Reporting and Complaints
Falls Prevention and Management

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.