

**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**

<b>Report Issue Date:</b> April 24, 2024	
<b>Inspection Number:</b> 2024-1363-0003	
<b>Inspection Type:</b> Complaint Critical Incident	
<b>Licensee:</b> Steeves & Rozema Enterprises Limited	
<b>Long Term Care Home and City:</b> Westmount Gardens Long Term Care Home, London	
<b>Lead Inspector</b> Brandy MacEachern (000752)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Samantha Perry (740)	

**INSPECTION SUMMARY**

<p>The inspection occurred onsite on the following date(s): April 15, 16, 17, 18, 2024.</p> <p>The following Critical Incident System (CIS) Report intake(s) were inspected:</p> <ul style="list-style-type: none"> <li>• Intake: #00108240 (CIS 2878-000003-24): related to an injury of a resident</li> <li>• Intake: #00111025 (CIS 2878-000008-24): related to an injury of a resident</li> <li>• Intake: #00111400 (CIS 2878-000009-24): related to an injury of a resident</li> <li>• Intake: #00111550 (CIS 2878-000010-24): related to skin and wound care for a resident</li> </ul> <p>The following compliant intake(s) were inspected:</p> <ul style="list-style-type: none"> <li>• Intake: #00108542 -related to the care and services provided to a resident</li> <li>• Intake: #00113155 -related to an injury of a resident</li> </ul>
---

**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

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

- Resident Care and Support Services
- Skin and Wound Prevention and Management
- Food, Nutrition and Hydration
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Pain Management
- Admission, Absences and Discharge

## 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.