

**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 1, 2025

**Inspection Number:** 2025-1363-0002

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** Steeves & Rozema Enterprises Limited

**Long Term Care Home and City:** Westmount Gardens Long Term Care Home,  
London

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): March 24, 25, 26, 27, 2025 and April 1, 2025

The inspection occurred offsite on the following date(s): March 31, 2025

The following intake(s) were inspected:

- Intake #00139435/Critical Incident System (CIS) #2878-000017-25 related to COVID Outbreak
- Intake #00141217/ CIS #2878-000022-25 related to alleged neglect of a resident
- Intake #00141235/ CIS #2878-000021-25 related to concerns of neglect of a resident
- Intake #00141513 is a complaint related to alleged neglect of a resident also related to intake #00141235

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

Resident Care and Support Services

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Infection Prevention and Control  
Reporting and Complaints

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Bathing

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

**Non-compliance with: O. Reg. 246/22, s. 37 (1)**

Bathing

s. 37 (1) Every licensee of a long-term care home shall ensure that each resident of the home is bathed, at a minimum, twice a week by the method of their choice and more frequently as determined by the resident's hygiene requirements, unless contraindicated by a medical condition.

The licensee failed to ensure that a resident was bathed, at a minimum, twice a week by the method of their choice and more frequently as determined by the resident's hygienic requirements.

A resident missed six showers in February, 2025 out of the eight showers they were scheduled to receive. Interview with staff confirmed that the resident sometimes missed many scheduled showers over a period.

**Sources:** Resident's clinical record and interviews with staff.

### WRITTEN NOTIFICATION: Foot care and nail care

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 39 (1)**

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Foot care and nail care

s. 39 (1) Every licensee of a long-term care home shall ensure that each resident of the home receives preventive and basic foot care services, including the cutting of toenails, to ensure comfort and prevent infection.

The licensee failed to ensure that a resident received preventive and basic foot care services to ensure comfort and prevent infection.

A resident's clinical record indicated that the resident missed six of their eight scheduled showers in February 2025. The resident's care plan indicated that they were to receive weekly foot care and assessment on their shower days. Interview with staff confirmed that the resident missed many showers and had footcare concerns.

**Sources:** Resident's clinical record and interviews with staff.