

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Original Public Report

Report Issue Date: August 11, 2023	
Inspection Number: 2023-1405-0003	
Inspection Type: Complaint Critical Incident System	
Licensee: Regency LTC Operating Limited Partnership on behalf of Regency Operator GP Inc.	
Long Term Care Home and City: Chartwell Willowgrove Long Term Care Residence, Ancaster	
Lead Inspector Tracey Delisle (741863)	Inspector Digital Signature
Additional Inspector(s) Waseema Khan (741104)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 25 - 28, 31, August 1, 2023.

The following intake(s) were inspected:

- Intake: #00001673 – Related to Prevention of Abuse and Neglect.
- Intake: #00002217 - Injury, unknown cause.
- Intake: #00085634 - Related to Prevention of Abuse and Neglect.
- Intake: #00092358 – Related to Falls Prevention and Management.
- Intake: #00093144 - Complaint related to Falls Prevention and Management.
- Intake: #00093380 – Related to Falls and Prevention and Management.

The following intakes were completed during this inspection:

- Intake: #00089824 – Related to Falls Prevention and Management.
- Intake: #00092347 – Related to Falls Prevention and Management.

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

Skin and Wound Prevention and Management
Infection Prevention and Control
Prevention of Abuse and Neglect
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.