

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: May 8, 2024	
Inspection Number: 2024-1405-0001	
Inspection Type: Critical Incident	
Licensee: Regency LTC Operating Limited Partnership, by its general partners, Regency Operator GP Inc. and AgeCare Iris Management Ltd.	
Long Term Care Home and City: AgeCare Willowgrove, Ancaster	
Lead Inspector Erin Denton-O'Neill (740861)	Inspector Digital Signature
Additional Inspector(s) None	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 19, 23 - 26 and 30, 2024 and May 1 and 2, 2024.

The following intake(s) were inspected:

- Intake: #00101092, Critical Incident (CI) #2921-000036-23 - related to falls prevention and management
- Intake: #00107496, CI #2921-000004-24 - related to medication management, and
- Intake: #00112512, CI #2921-000007-24 - related to infection prevention and control (IPAC)

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

The following intakes were completed in this inspection:

- Intake #00096255, CI #2921-000029-23,
- Intake: #00104677, CI#2921-000037-23,
- Intake: #00105266, CI #2921-000038-23,
- Intake: #00106834, CI #2921-000001-24 and
- Intake: #00113630, CI #2921-000009-24, were related to IPAC

The following Inspection Protocols were used during this inspection:

Medication Management
Infection Prevention and Control
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.