

**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

<b>Original Public Report</b>	
<b>Report Issue Date:</b> January 29, 2024	
<b>Inspection Number:</b> 2024-1473-0001	
<b>Inspection Type:</b> Critical Incident Follow up	
<b>Licensee:</b> Henley Place Limited	
<b>Long Term Care Home and City:</b> Henley Place, London	
<b>Lead Inspector</b> Samantha Perry (740)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Peter Hannaberg (721821)	

<b>INSPECTION SUMMARY</b>
<p>The inspection occurred onsite on the following date(s): January 16, 17, 18, 22, 23, 25, 2024.</p> <p>The inspection occurred offsite on the following date(s): January 24, 2024.</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> <li>• Intake: #00100894 - critical incident system (CIS) #3045-000095-23 related to falls;</li> <li>• Intake: #00101480 - Follow-up - High Priority CO #002 / 2023_1473_0006 related to FLTCA, 2021 - s. 24 (1) Prevention of Abuse and Neglect CDD December 8, 2023;</li> <li>• Intake: #00101481 - Follow-up -High Priority CO #001 / 2023_1473_0006 related to FLTCA, 2021 - s. 6 (7) Plan of Care CDD November 24, 2023;</li> </ul>

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- Intake: #00101482 - Follow-up - High Priority CO #003 / 2023\_1473\_0006 related to O. Reg. 246/22 - s. 55 (2) (b) (iv) Skin and Wound CDD December 8, 2023;
- Intake: #00101483 - Follow-up - CO #004 / 2023\_1473\_0006 related to O. Reg. 246/22 - s. 140 (2) Medication Administration CDD December 8, 2023;
- Intake: #00102415 - CIS #3045-000106-23 related to alleged staff to resident neglect

The following intakes were reviewed as part of this inspection:

- Intake: #00101644 - CIS #3045-000099-23 related to falls;
- Intake: #00103269 - CIS #3045-000112-23 also related to falls.

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #002 from Inspection #2023-1473-0006 related to FLTCA, 2021, s. 24 (1) inspected by Samantha Perry (740)

Order #001 from Inspection #2023-1473-0006 related to FLTCA, 2021, s. 6 (7) inspected by Peter Hannaberg (721821)

Order #003 from Inspection #2023-1473-0006 related to O. Reg. 246/22, s. 55 (2) (b) (iv) inspected by Samantha Perry (740)

Order # from Inspection #2023-1473-0006 related to O. Reg. 246/22, s. 140 (2) inspected by Samantha Perry (740)

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

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Medication 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.