

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: May 20, 2025

Inspection Number: 2025-1473-0003

Inspection Type:

Complaint
Critical Incident

Licensee: Henley Place Limited

Long Term Care Home and City: Henley Place, London

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s):
May 13, 14, 15, 16, and 20, 2025

The following intake(s) were inspected:

- Intake: #00144935 - Critical Incident (CI) #3045-000017-25 related to Falls Prevention and Management.
- Intake: #00146311 - CI #3045-000020-25 related to Falls Prevention and Management.
- Intake: #00146533 - IL-0139813-LO Anonymous Complaint related to Nutritional Services, Staffing Credentials, Housekeeping and Resident Care.

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

Resident Care and Support Services
Food, Nutrition and Hydration
Housekeeping, Laundry and Maintenance Services
Responsive Behaviours
Staffing, Training and Care Standards

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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.