

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

Public Report

Report Issue Date: July 2, 2025

Inspection Number: 2025-1701-0004

Inspection Type:

Complaint

Licensee: The Regional Municipality of Niagara

Long Term Care Home and City: Gilmore Lodge, Fort Erie

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 25, 27, 30, 2025 and July 2, 2025

The following intake(s) were inspected:

- Intake: #00145879 - Complaint with concerns regarding resident - Plan of care, Skin and wound care, Maintenance services, Infection prevention and control program, Dining and snack service, Restorative care, Food production, Retaining of pharmacy service provider, Laundry service.
- Intake: #00149504 - Complaint with concerns regarding quality of food served to residents.

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

Resident Care and Support Services
Food, Nutrition and Hydration
Housekeeping, Laundry and Maintenance Services
Medication Management
Recreational and Social Activities

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INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

Non-compliance with: O. Reg. 246/22, s. 29 (3) 10.

Plan of care

s. 29 (3) A plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident:

10. Health conditions, including allergies, pain, risk of falls and other special needs.

The licensee has failed to ensure that a resident's plan of care was based on the resident's health conditions when one of their allergies was not included within their clinical record.

Sources: Resident's clinical records, interview with complainant, interview with Director of Care.

Date Remedy Implemented: July 2, 2025

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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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