

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: November 13, 2025

Inspection Number: 2025-1593-0004

Inspection Type:

Complaint

Critical Incident

Licensee: City of Hamilton

Long Term Care Home and City: Wentworth Lodge, Dundas

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: November 6-7, 10, 12-13, 2025

The following intakes were inspected during this inspection:

-Intake: #00158560/Critical Incident (CI)#M592-000012-25 related to prevention of abuse and neglect

-Intake: #00161143/complaint related to dining and snack services, and resident care and support services

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

Food, Nutrition and Hydration
Prevention of Abuse and Neglect
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: Responsive behaviours

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 58 (4) (c)

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

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(c) actions are taken to respond to the needs of the resident, including assessments, reassessments and interventions and that the resident's responses to interventions are documented.

A responsive behaviour assessment tool was not initiated for a resident that would have been used to assess their behaviours and respond to their needs for behavioural supports.

Sources: resident's clinical record review, policy: Managing and Accommodating Responsive Behaviours, interviews with staff.