Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Ministère de la Santé et des Soins de longue durée
Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

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Inspection Report under the LTC Homes Act, 2007 ☒ Public Copy ☐ Licensee Copy	Rapport d'inspection prevue de le Loi de 2007 les foyers de soins de longue durée ☐ Copie du Titulaire ☐ Copie de la Publique	
Date(s) of inspection/Date de l'inspection July 20, 2010	**Inspection No/ d'inspection** 2010-137-2919-19 Jul43644	**Type of Inspection/Genre d'insptection** Complaint L10290

Licensee/Titulaire
Chartwell Master Care LP
100 Milverton Dr. Suite 700
Mississauga, ON
L5R 4H1

Long-Term Care Home/Foyer de soins de longue durée
Chateau Gardens London
2000 Blackwater Road
London, ON
N5X 4K6

Name of Inspector(s)/Nom de l'inspecteur(s)
Marian C. Mac Donald - # 137

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a Complaint inspection.

The inspection was conducted by the inspector identified above.

The inspection occurred on July 20, 2010 with one inspector(s) being present on one day.

During the course of the inspection, the inspector(s) spoke with:
Administrator, Director of Care, Assistant Director of Care, registered staff, front line staff and resident.

The following Inspection Protocols were used in part or in whole during this inspection:
Reporting and Complaints.

No Findings of Non-Compliance were found during this inspection.

Signature of Licensee or Designated Representative Signature du Titulaire du représentant désigné	Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé. Marian C. Mac Donald
Title:	**Date:**
	Date of Report (if different from date(s) of inspection). July 28, 2010