



**Ministry of Health and  
Long-Term Care**

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Ministère de la Santé et des  
Soins de longue durée**

**Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch**

**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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**Public Copy/Copie du public**

| <b>Report Date(s) /<br/>Date(s) du Rapport</b> | <b>Inspection No /<br/>No de l'inspection</b> | <b>Log # /<br/>Registre no</b> | <b>Type of Inspection /<br/>Genre d'inspection</b> |
|------------------------------------------------|-----------------------------------------------|--------------------------------|----------------------------------------------------|
| Sep 5, 2013                                    | 2013_105130_0026                              | H-000376-<br>13                | Complaint                                          |

**Licensee/Titulaire de permis**

**HENLEY HOUSE LIMITED  
200 RONSON DRIVE, SUITE 305, TORONTO, ON, M9W-5Z9**

**Long-Term Care Home/Foyer de soins de longue durée**

**THE HENLEY HOUSE  
20 Ernest Street, St. Catharines, ON, L2N-7T2**

**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

**GILLIAN TRACEY (130)**

**Inspection Summary/Résumé de l'inspection**



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

This inspection was conducted on the following date(s): August 27, 28, 30 and September 4, 2013

This inspection was conducted simultaneously with the following inspections: H-000117-13, H-000378-13, H-000548-13 and H-000497-13.

During the course of the inspection, the inspector(s) spoke with The Administrator, Director of Care (DOC), Registered Staff, personal support workers, dietary staff and residents.

During the course of the inspection, the inspector(s) Interviewed staff, reviewed clinical records and observed resident care related to H-000376-13.

The following Inspection Protocols were used during this inspection:  
Responsive Behaviours

There are no findings of Non-Compliance as a result of this inspection.

| NON-COMPLIANCE / NON - RESPECT DES EXIGENCES |                                       |
|----------------------------------------------|---------------------------------------|
| Legend                                       | Legendé                               |
| WN – Written Notification                    | WN – Avis écrit                       |
| VPC – Voluntary Plan of Correction           | VPC – Plan de redressement volontaire |
| DR – Director Referral                       | DR – Aiguillage au directeur          |
| CO – Compliance Order                        | CO – Ordre de conformité              |
| WAO – Work and Activity Order                | WAO – Ordres : travaux et activités   |



Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (A requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this 5th day of September, 2013

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs