



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

**Rapport d'inspection
prévus le *Loi de 2007
les foyers de soins de
longue durée***

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

London Service Area Office
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London ON N6B 1R8

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

Division de la responsabilisation et de la performance du
système de santé
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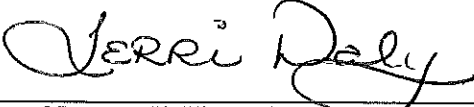
Date(s) of Inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
December 7, 2010	2010_115_2898_07Dec114306	Complaint L-01701
Licensee/Titulaire. S & R Nursing Homes Ltd., 265 North Front Street, Suite 200, Sarnia, ON., N7T 7X1		
Long-Term Care Home/Foyer de soins de longue durée Heron Terrace, 11550 McNorton Street, Windsor, ON N8P 1T9		
Name of Inspector(s)/Nom de l'inspecteur(s) Terri Daly #115		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a complaint inspection. During the course of the inspection, the inspector spoke with: Administrator, Manager of Resident Care, 1 PRN, 2 PSW's, 1 housekeeping aide and 1 resident. During the course of the inspection, the inspector: toured the resident room, reviewed resident's clinical records, reviewed Lost Laundry Policy. The following Inspection Protocols were used in part or in whole during this inspection: Personal Support Services Inspection Protocol Accommodation Services - Laundry Inspection Protocol ☒ There are no findings of Non-Compliance as a result of this inspection.		



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Signature of Licensee or Representative of Licensee 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. 
Title:	Date:	Date of Report: (if different from date(s) of inspection). December 10, 2010