

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: December 17, 2025

Inspection Number: 2025-1200-0008

Inspection Type:
Critical Incident

Licensee: Caressant-Care Nursing and Retirement Homes Limited

Long Term Care Home and City: Caressant Care Lindsay Nursing Home, Lindsay

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 15 -17, 2025

The following intake(s) were inspected:

- An intake regarding alleged improper/ incompetent treatment or care of a resident that resulted in harm or risk to a resident.

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

Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Continence care and bowel management

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

Non-compliance with: O. Reg. 246/22, s. 56 (2) (a)

Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(a) each resident who is incontinent receives an assessment that includes identification of causal factors, patterns, type of incontinence and potential to restore function with specific interventions, and that where the condition or circumstances of the resident require, an assessment is conducted using a clinically appropriate assessment

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instrument that is specifically designed for assessment of incontinence;

A Registered Practical Nurse did not accurately completed a resident routine incontinence assessment, which includes identification of casual factors, patterns type of incontinence and potential to restore function with specific interventions using a clinically appropriate assessment instrument. The assessment indicated the resident was continent of bowels, although the resident experienced frequent incontinence.

Sources: A resident clinical records, and interviews with staff.

WRITTEN NOTIFICATION: Continence care and bowel management

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 56 (2) (d)

Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(d) each resident who is incontinent and has been assessed as being potentially continent or continent some of the time receives the assistance and support from staff to become continent or continent some of the time;

A resident required assistance of two staff members for toileting and continence care. The resident voiced concerns that they did not receive assistance for 40 minutes after activating their communication and response system. The resident indicated they developed altered skin integrity due to the delay in care.

Sources: Critical Incident Report, resident's clinical records and interview with staff.



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

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