

Ministry of Long-Term Care

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

Central West District

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Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: January 10, 2025

Inspection Number: 2025-1170-0001

Inspection Type:

Critical Incident

Licensee: Caressant-Care Nursing and Retirement Homes Limited

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

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 7-10, 2025

The following intake(s) were inspected:

- Intake: #00129872 - IL-0132661-AH/2664-000015-24- related to resident to resident abuse.
- Intake: #00132374 - 2664-000017-24 - related to improper care of a resident

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

Infection Prevention and Control
Responsive Behaviours
Prevention of Abuse and Neglect

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.