

**Ministry of Long-Term Care**

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

**London District**

130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

## Public Report

**Report Issue Date:** October 6, 2025

**Inspection Number:** 2025-1226-0006

**Inspection Type:**  
Complaint

**Licensee:** Caessant-Care Nursing and Retirement Homes Limited

**Long Term Care Home and City:** Caessant Care on Bonnie Place, St Thomas

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 23, 24, 2025 and October 2, 6, 2025

The following intake(s) were inspected:

- Intake: #00157439 - concerns regarding a resident's mobility device.

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

Housekeeping, Laundry and Maintenance Services

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Plan of Care

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

**Non-compliance with: FLTCA, 2021, s. 6 (1) (c)**

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Plan of care

s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

(c) clear directions to staff and others who provide direct care to the resident.

The licensee failed to ensure that a resident's written plan of care provided clear direction to direct care staff regarding the continued use of a mobility device that had previously been removed from service. Although a physiotherapy assessment supported its continued use, resident's plan of care and Kardex were not updated accordingly. Interviews with direct care staff confirmed that they had received verbal instructions from registered staff, but written guidance was not available to support staff unfamiliar with the resident's care needs.

**Sources:** Observation, records reviews and interviews.



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

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