

## Public Report

<b>Report Issue Date:</b> November 25, 2025
<b>Inspection Number:</b> 2025-1226-0007
<b>Inspection Type:</b> Critical Incident
<b>Licensee:</b> Caressant-Care Nursing and Retirement Homes Limited
<b>Long Term Care Home and City:</b> Caressant Care on Bonnie Place, St Thomas

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 21, 24, and 25, 2025.

The following intake(s) were inspected:

- Intake: #00159663 - Critical Incident (CI) 2730-000052-25 - Allegations of staff to resident neglect.

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

Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Nursing and Personal Support Services

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

**Non-compliance with: O. Reg. 246/22, s. 45**

Bedtime and rest routines

s. 45. Every licensee of a long-term care home shall ensure that each resident of the home has the resident's desired bedtime and rest routines supported and individualized to promote comfort, rest and sleep.

The care plan for a resident indicated a preferred bedtime. Critical Incident (CI) report 2730-000052-25 submitted by the home indicated that one day in October, 2025, the resident stated that they would like to stay up to their preferred bedtime, however, a Personal Support Worker (PSW) put to the resident to bed at a different time. Therefore, the resident's desired bedtime was not supported to promote their comfort, rest and sleep.

Sources: Interview with the Administrator and the resident; review of resident's clinical record, CI 2730-000052-25 and the home's investigative notes.