

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: March 18, 2026

Inspection Number: 2026-1136-0002

Inspection Type:

Complaint
Critical Incident

Licensee: Caessant-Care Nursing and Retirement Homes Limited

Long Term Care Home and City: Caessant Care on Mary Bucke, St Thomas

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: March 12, 13, 16-18, 2026

The following intakes were inspected:

- Intake: #00169475 - Complaint related to resident care and support services
- Intake: #00170618 - Critical Incident System (CIS) 2627-000001-26 - Related to falls prevention and management

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

Resident Care and Support Services
Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Foot care and nail care

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

Non-compliance with: O. Reg. 246/22, s. 39 (1)

Foot care and nail care

s. 39 (1) Every licensee of a long-term care home shall ensure that each resident of the home receives preventive and basic foot care services, including the cutting of toenails, to ensure comfort and prevent infection.

A resident was to receive nail care per their plan of care. When it was determined that the resident's care needs were beyond the scope of the current plan of care, follow through was not completed, which resulted in a delay in the resident receiving the nail care that they required.

Sources: Resident's health care records and interviews with staff.