

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

Original Public Report

Report Issue Date: January 12, 2024

Inspection Number: 2023-1144-0008

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: Caressant-Care Nursing and Retirement Homes Limited

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

Lead Inspector

Peter Hannaberg (721821)

Inspector Digital Signature

Additional Inspector(s)

Samantha Perry (740)

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 4, 5, and 8-10, 2024.

The following intake(s) were inspected:

- Intake #00097726 was a complaint regarding menu planning, food production, and plan of care for a resident;
- Intake #00097881 - Follow-up CO #001 / 2023-1144-0005 FLTCA, 2021 - s. 24 (1) Duty to protect Compliance Due Date (CDD) July 17/23;
- Intake #00097882 - Follow-up CO #002 / 2023-1144-0005 O. Reg. 246/22 - s. 140 (2) Administration of Medications CDD July 17/23;
- Intake #00097883 - Follow-up CO #001 / 2023-1144-0007 FLTCA - s. 24 (1) Duty to Protect CDD Nov 10/23;

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- Intake #00099957 / Critical Incident System (CIS) #2636-000055-23 was related to a resident fall; and
- Intake #00103099 / CIS #2636-000072-23 was related to alleged resident to resident abuse.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2023-1144-0005 related to FLTCA, 2021, s. 24 (1) inspected by Samantha Perry (740)

Order #002 from Inspection #2023-1144-0005 related to O. Reg. 246/22, s. 140 (2) inspected by Samantha Perry (740)

Order #001 from Inspection #2023-1144-0007 related to FLTCA, 2021, s. 24 (1) inspected by Samantha Perry (740)

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

Food, Nutrition and Hydration
Medication Management
Infection Prevention and Control
Prevention of Abuse and Neglect
Falls Prevention and Management

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.