

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: July 17, 2025

Inspection Number: 2025-1144-0005

Inspection Type:

Critical Incident
Follow up

Licensee: Caressant-Care Nursing and Retirement Homes Limited

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

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 14, 15, 16, 17, 2025

The following intake(s) were inspected:

- Intake: #00148598, Follow Up to a compliance order related to Policy to promote zero tolerance of Abuse and Neglect.
- Intake: #00148776, related to a disease outbreak.
- Intake: #00149236, related a resident's injury of unknown origin.
- Intake: #00149812, related to alleged staff to resident neglect.
- Intake: #00152663, related to a disease outbreak.

Previously Issued Compliance Order(s)

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

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Order #001 from Inspection #2025-1144-0004 related to O. Reg. 246/22, s. 103 (d)

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

Resident Care and Support Services
Infection Prevention and Control
Prevention of Abuse and Neglect
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Falls Prevention Program

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

Non-compliance with: O. Reg. 246/22, s. 53 (1) 1.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

1. A falls prevention and management program to reduce the incidence of falls and the risk of injury.

The licensee has failed to ensure the home's falls prevention and management program was complied with specifically the staff did not comply with the home's procedure while transferring a resident.

Sources: critical incident report, Home's procedure, staff interview.

WRITTEN NOTIFICATION: Infection Prevention and Control

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Program

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

The licensee failed to ensure compliance with the Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes, as issued by the Director.

Observations during the inspection showed several staff members not wearing masks or not wearing them properly while present in resident care areas within the outbreak-declared home areas.

The home's IPAC Lead confirmed in an interview that all staff members were required to wear masks properly at all times while in the resident care areas of the outbreak-declared home areas.

Sources: Inspector observations, record reviews, and interview with the IPAC Lead.