



**Inspection Report
under the *Long-Term
Care Homes Act, 2007***

**Rapport d'inspection
prévue le *Loi de 2007
les foyers de soins de
longue durée***

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

London Service Area Office
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système de santé
Direction de l'amélioration de la performance et de la
conformité

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Date of inspection/Date de l'inspection December 02, 2010	Inspection No/ d'inspection 2010_112_2636_02Dec083931	Type of Inspection/Genre d'inspection IL_15388 L-01075
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Licensee/Titulaire
Caressant-Care Nursing and Retirement Homes Limited
264 Norwich Ave., Woodstock, ON N4S 3V9

Long-Term Care Home/Foyer de soins de longue durée
Caressant Care, Woodstock, 81 Fyfe Ave., Woodstock, ON N4S8Y2

Name of Inspector/Nom de l'inspecteur
Carole Alexander #112

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection relating to alleged abuse.

During the course of the inspection, the inspector spoke with: the Director of Care, administrator, a resident and the resident's Power of Attorney.

During the course of the inspection, the inspector: reviewed resident's health record, progress notes and care plan. Reviewed management's investigation. Monitored call bell responses by staff. Observed staff to resident interactions.

The following Inspection Protocols were used in part or in whole during this inspection:
Personal Care and Support Services.

There are no findings of Non-Compliance as a result of this inspection.

