

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Public Report

Report Issue Date: October 14, 2025

Inspection Number: 2025-1184-0005

Inspection Type:

Complaint
Critical Incident

Licensee: Carveth Nursing Home Limited

Long Term Care Home and City: Carveth Care Centre, Gananoque

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 2, 3, 6-9, 2025

The following intake(s) were inspected:

- Intake: #00155829 was related to fall of resident.
- Intake: #00157547 was a complaint related to falls, continence and responsive behaviours.
- Intake: #00157630 was a complaint related to plan of care, Resident's Bill of Rights, and pain management.

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

Contenance Care
Responsive Behaviours
Pain Management
Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care.

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

Non-compliance with: FLTCA, 2021, s. 6 (1) (c)

Plan of care

s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

(c) clear directions to staff and others who provide direct care to the resident; and

The licensee has failed to ensure that there was a written plan of care for a resident that sets out clear directions to staff and others who provide direct care to the resident.

Sources: record review of resident's care plan; observations of resident; and interviews with staff.

The licensee has failed to ensure that there was a written plan of care for a resident that sets out clear directions to staff and others who provide direct care to the resident.

Sources: record review of resident's care plan; and interviews with staff.

WRITTEN NOTIFICATION: Duty of licensee to comply with plan.

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

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Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee has failed to ensure that the care set out in the plan of care for a resident was provided to the resident as specified in the plan.

Sources: observations of resident's room and physical chart; record review of resident's care plan and fall risks assessments; and interviews with staff.

WRITTEN NOTIFICATION: Communication and response system.

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 20 (a)

Communication and response system

s. 20. Every licensee of a long-term care home shall ensure that the home is equipped with a resident-staff communication and response system that,
(a) can be easily seen, accessed and used by residents, staff and visitors at all times;

The licensee has failed to ensure that the home was equipped with a resident-staff communication and response system that can be easily seen, accessed and used by a resident at all times.

Sources: observations of resident; interview with staff; and record review of resident's care plan.

WRITTEN NOTIFICATION: Dress.

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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Non-compliance with: O. Reg. 246/22, s. 44

Dress

s. 44. Every licensee of a long-term care home shall ensure that each resident of the home is assisted with getting dressed as required, and is dressed appropriately, suitable to the time of day and in keeping with the resident's preferences, in their own clean clothing and in appropriate clean footwear.

The licensee has failed to ensure that on a day in October 2025, a resident was dressed appropriately.

Sources: observations of resident; and interview with staff.