

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

North District  
159 Cedar St, Suite 403  
Sudbury, ON, P3E 6A5  
Telephone: (800) 663-6965

## Public Report

**Report Issue Date:** May 5, 2026

**Inspection Number:** 2026-1535-0004

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** The Board of Management for the District of Nipissing East

**Long Term Care Home and City:** Cassellholme, North Bay

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 27-30, 2026 and May 1, 2026

The following intake(s) were inspected:

- Three intakes: Complaints related to resident care;
- Two intakes: Critical Incident (CI) reports for allegations of resident to resident abuse; and,
- Two intakes: CI reports for improper/incompetent care of a resident

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

Contenance Care  
Resident Care and Support Services  
Skin and Wound Prevention and Management  
Food, Nutrition and Hydration  
Medication Management  
Responsive Behaviours  
Falls Prevention and Management

## INSPECTION RESULTS

**WRITTEN NOTIFICATION: Documentation**

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

**Non-compliance with: FLTCA, 2021, s. 6 (9) 1.**

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

A resident's Point of Care (POC) documentation for certain aspects of care was not fully completed over a number of months.

**Sources:** A resident's POC documentation; the home's policy; interviews with a Personal Support Worker (PSW), and a Manager of Support Services.

## WRITTEN NOTIFICATION: Bedtime and Rest Routine

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

**Non-compliance with: O. Reg. 246/22, s. 45**

Bedtime and rest routines

s. 45. Every licensee of a long-term care home shall ensure that each resident of the home has the resident's desired bedtime and rest routines supported and individualized to promote comfort, rest and sleep.

- 1) A resident's plan of care did not identify their desired bedtime and rest routines supported and individualized to promote comfort, rest and sleep.

**Sources:** Interview with a Resident Assessment Instrument (RAI) nurse, record review of list of residents to receive am care from night shift posted on the unit, and night PSW routine.

- 2) A different resident's care plan identified a level of assistance for bedtime and sleep routine; however, it was not an appropriate intervention for the resident.

**Sources:** Interview with a RAI nurse; record review of a resident's care plan, and assessments.

## WRITTEN NOTIFICATION: Altercations And Other Interactions

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

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**Non-compliance with: O. Reg. 246/22, s. 59 (b)**

Altercations and other interactions between residents

s. 59. Every licensee of a long-term care home shall ensure that steps are taken to minimize the risk of altercations and potentially harmful interactions between and among residents, including,

(b) identifying and implementing interventions.

A PSW was assigned to provide a specified type of monitoring for a resident. An incident occurred when the monitoring was not fully implemented.

**Sources:** The home's investigation notes, interview with a PSW, and interview with a Manager of Clinical Operations.

**WRITTEN NOTIFICATION: Weight changes**

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

**Non-compliance with: O. Reg. 246/22, s. 75**

Weight changes

s. 75. Every licensee of a long-term care home shall ensure that residents with the following weight changes are assessed using an interdisciplinary approach, and that actions are taken and outcomes are evaluated:

1. A change of 5 per cent of body weight, or more, over one month.
2. A change of 7.5 per cent of body weight, or more, over three months.
3. A change of 10 per cent of body weight, or more, over 6 months.
4. Any other weight change that compromises the resident's health status.

A resident's weight change was not fully assessed using a interdisciplinary approach, with actions taken and outcomes evaluated as per the home's policy.

**Sources:** A resident's weights and vitals report and progress notes; the home's policy; interviews with a Registered Practical Nurse (RPN), and the RD.



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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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