

**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**

<b>Report Issue Date:</b> December 10, 2024
<b>Inspection Number:</b> 2024-1161-0005
<b>Inspection Type:</b> Complaint Critical Incident Follow up
<b>Licensee:</b> CVH (No. 3) LP by its general partner, Southbridge Care Homes (a limited partnership, by its general partner, Southbridge Health Care GP Inc.)
<b>Long Term Care Home and City:</b> Chelsey Park, London

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): December 3, 4, 5, 9, 2024  
 The inspection occurred offsite on the following date(s): December 6, 2024  
 The following intake(s) were inspected:

- Intake: #00127716 - Follow-up to Compliance Order (CO) #002 from inspection 2024\_1161\_0003 r/t FLTCA, 2021 - s. 19 (2) (c);
- Intake: #00127717 - Follow-up to CO #001 from inspection 2024\_1161\_003 r/t FLTCA, 2021 - s. 19 (2) (a);
- Intake: #00128727 - Complaint related to air temperatures;
- Intake: #00128816 - Complaint related to resident care concerns;
- Intake: #00130581 - Critical Incident System (CIS) report #2655-000050-24 related to falls prevention and management;
- Intake: #00132048 - CIS report #2655-000053-24 related to an infectious disease outbreak;
- Intake: #00132083 - Complaint related to IPAC and resident care concerns.

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## Previously Issued Compliance Order(s)

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

Order #002 from Inspection #2024-1161-0003 related to FLTCA, 2021, s. 19 (2) (c)

Order #001 from Inspection #2024-1161-0003 related to FLTCA, 2021, s. 19 (2) (a)

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

- Resident Care and Support Services
- Housekeeping, Laundry and Maintenance Services
- Safe and Secure Home
- Infection Prevention and Control
- Pain Management
- 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.