

Ministry of Long-Term Care

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

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: July 23, 2025

Inspection Number: 2025-1293-0003

Inspection Type:

Complaint
Critical Incident

Licensee: CVH (No. 6) LP by its general partner, Southbridge Care Homes (a limited partnership, by its general partner, Southbridge Health Care GP Inc.)

Long Term Care Home and City: Warkworth Place, Warkworth

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 16 - 23, 2025

The following intake(s) were inspected:

- An intake related to an anonymous complaint with concerns regarding rest routines.
- An intake related to improper care of a resident.

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

Resident Care and Support Services
Infection Prevention and Control

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Nursing and Personal Support Services

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

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 ensure that that a resident was dressed appropriately, suitable to the time of day.

The Ministry of Long-Term Care (MLTC) received an anonymous complaint alleging that night staff were directed to begin providing morning care to residents as early as 0345 hours, resulting in residents being awakened at that time.

A resident reported that staff wake them during the night, around 0400 hours, to dress them in day clothing before returning them to bed.

Interviews with a staff member confirmed that night staff were instructed to provide morning care to the resident during the night shift on non-bath days. This included dressing the resident in day clothing and returning them to bed afterward.

Sources: Interviews with residents and staff.

WRITTEN NOTIFICATION: Nursing and Personal Support Services

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

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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.

The licensee has failed to 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.

The MLTC received an anonymous complaint alleging that night staff were directed to begin providing morning care to residents as early as 0345 hours, resulting in residents being awakened at that time.

The PSW job routine for the night shift directed staff to begin morning care for 12 residents at 0500 hours, and to select residents who were already awake or who preferred an earlier start to their day.

Interviews with night staff revealed that PSWs were instructed to provide morning care to six residents on each side of the unit (East and South), totaling 12 residents. Night staff indicated that residents selected for morning care during the night shift was based on a bath list, which specified that residents not scheduled for bathing that day were to receive morning care during the night shift. Staff reported that some residents were awakened as early as 0345 hours to receive morning care. Additionally, staff indicated that some residents expressed discomfort with being woken at that time.

Sources: Night PSW Routines; staff interviews.



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Fixing Long-Term Care Act, 2021**

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