

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

Public Report

Report Issue Date: May 9, 2025

Inspection Number: 2025-1091-0003

Inspection Type:

Complaint
Critical Incident

Licensee: CVH (No. 5) 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: Country Village Homes - Woodslee, South Woodslee

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 5, 6, 7, 8, and 9, 2025.
The inspection occurred offsite on the following date(s): May 8, 2025.

The following intake(s) were inspected:

- Intake: #00143594 - Critical Incident #2576-000011-25
Improper/Incompetent treatment of a resident.
- Intake: #00146495 - Critical Incident #2576-000014-25 Resident to resident abuse.
- Intake: #00145605 - Complaint related to alleged resident to resident abuse.
- Intake: #00146472 - Complaint related to care and services.

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

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

- Resident Care and Support Services
- Medication Management
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: Care Conference

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

Non-compliance with: O. Reg. 246/22, s. 30 (1) (a)

Care conference

s. 30 (1) Every licensee of a long-term care home shall ensure that,

(a) a care conference of the interdisciplinary team providing a resident's care is held within six weeks following the resident's admission and at least annually after that to discuss the plan of care and any other matters of importance to the resident and their substitute decision-maker, if any;

The licensee failed to ensure that a care conference held six weeks following resident #003's admission was comprised of an interdisciplinary team.

A review of the clinical records in Point Click Care (PCC) under the Assessment tab titled Conference Interdisciplinary Team Care Conference (IDTC) found that the care conference was attended by a registered staff member, the Nurse Practitioner, the resident's family.

During an interview with staff they acknowledged that the attendance and

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

participation at the care conference, was not interdisciplinary and that the home has a plan in place to improve this process.

Sources: clinical records for resident #003, staff interview.