

Ministry of Long-Term Care

Long-Term Care Operations Division

Long-Term Care Inspections Branch

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

London District

130 Dufferin Avenue, 4th Floor

London, ON, N6A 5R2

Telephone: (800) 663-3775

Public Report

Report Issue Date: July 25, 2025

Inspection Number: 2025-1030-0005

Inspection Type:

Complaint

Critical Incident

Licensee: CVH (NO. 11) 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: Dover Cliffs, Port Dover

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 22, 24, 25, 2025

The following intake(s) were inspected:

- Intake: #00149318 - Critical Incident #1056-000006-25 related to an outbreak
- Intake: #00151539 - A complaint related to air temperatures

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

Infection Prevention and Control

Safe and Secure Home

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.