

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: January 9, 2026

Inspection Number: 2026-1081-0001

Inspection Type:

Proactive Compliance Inspection

Licensee: CVH (No. 8) 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: Errinrung Long Term Care Home, Thornbury

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: January 6-9, 2026

The following intake was inspected:

-Intake #00166032, related to a Proactive Compliance inspection

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

- Safe and Secure Home
- Infection Prevention and Control
- Prevention of Abuse and Neglect

INSPECTION RESULTS

Non-Compliance Remedied

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Non-compliance was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

Non-compliance with: O. Reg. 246/22, s. 12 (1) 3.

Doors in a home

s. 12 (1) Every licensee of a long-term care home shall ensure that the following rules are complied with:

3. All doors leading to non-residential areas must be equipped with locks to restrict unsupervised access to those areas by residents, and those doors must be kept closed and locked when they are not being supervised by staff.

Two doors leading to non-residential areas were unlocked when not supervised by staff. The next day, the doors were observed to be locked.

Sources: Long-Term Care Homes (LTCH) Inspector's observations, and an interview with staff.

Date Remedy Implemented: January 7, 2026

NC #002 remedied pursuant to FLTCA, 2021, s. 154 (2)

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

Signage listing the signs and symptoms of infectious diseases for self-monitoring, as

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

well as steps that must be taken if an infectious disease is suspected or confirmed in any individual, was not posted throughout the home as required.

The next day, the signage was posted throughout the home.

Sources: LTCH Inspector's observations, IPAC Standard, April 2022, Revised September 2023, and an interview with the IPAC Lead.

Date Remedy Implemented: January 7, 2026

WRITTEN NOTIFICATION: Housekeeping

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

Non-compliance with: O. Reg. 246/22, s. 93 (2) (a) (i)

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(a) cleaning of the home, including,

(i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and

A housekeeping staff did not follow the specific directions outlined in the home's cleaning and disinfecting procedure when they were cleaning contact surfaces in two resident bedrooms.

Sources: LTCH Inspector's observations, the home's Environmental and high-touch surface cleaning and disinfection policy, and interviews with staff.