

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: January 30, 2026

Inspection Number: 2026-1124-0001

Inspection Type:

Proactive Compliance Inspection

Licensee: peopleCare Communities Inc.

Long Term Care Home and City: peopleCare Tavistock, Tavistock

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 26, 28, 29, 30, 2026

The following intake(s) were inspected:

- Intake: #00167629 - Proactive Compliance Inspection

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

Contenance Care
Food, Nutrition and Hydration
Infection Prevention and Control
Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION: Mobility devices

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

Non-compliance with: O. Reg. 246/22, s. 43

Mobility devices

s. 43. Every licensee of a long-term care home shall ensure that mobility devices, including wheelchairs, walkers and canes, are available at all times to residents who require them on a short-term basis.

The licensee did not ensure that an alternative, short-term mobility device was available when a resident's mobility device required repair.

Source: Observation and interviews.

WRITTEN NOTIFICATION: Continence Care

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

Non-compliance with: O. Reg. 246/22, s. 56 (1) 5.

Continence care and bowel management

s. 56 (1) The continence care and bowel management program must, at a minimum, provide for the following:

5. Annual evaluation of residents' satisfaction with the range of continence care products in consultation with residents, substitute decision-makers and direct care staff, with the evaluation being taken into account by the licensee when making purchasing decisions, including when vendor contracts are negotiated or renegotiated.

The home did not complete the required annual evaluation of residents' satisfaction with range of continence care products for the year 2025.

Sources: Record reviews and interviews.

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WRITTEN NOTIFICATION: Dining and snack service

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

Non-compliance with: O. Reg. 246/22, s. 79 (2) (b)

Dining and snack service

s. 79 (2) The licensee shall ensure that,

(b) no resident who requires assistance with eating or drinking is served a meal until someone is available to provide the assistance required by the resident.

The licensee did not ensure that a resident who required assistance with eating and drinking was served their meal only when staff were available to provide support.

Sources: Observation and interviews.