

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: August 1, 2025

Inspection Number: 2025-1112-0003

Inspection Type:

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: Pinecrest Manor, Lucknow

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 29-31, 2025 and August 1, 2025.

The following intake(s) were inspected:

-Intake: #00146944 - infectious disease outbreak.

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

Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: CMOH and MOH

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

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Non-compliance with: O. Reg. 246/22, s. 272

CMOH and MOH

s. 272. Every licensee of a long-term care home shall ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act are followed in the home.

The licensee has failed to ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act are followed in the home.

In accordance with the Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings (February 2025), the Long-Term Care Home (LTCH) should increase cleaning and disinfection to twice daily in suspect or confirmed outbreaks.

Specifically, the LTCH did not ensure that frequently touched surfaces were cleaned and disinfected at least twice daily during the month of May when there was a confirmed outbreak in the home.

Sources: Record review of Southbridge Health Care LP Housekeeping Aide/Housekeeper Job Role document and Southbridge Care Homes Daily High-Touch Surface Cleaning Checklist for May 2025; interview with Environmental Services Manager (ESM).