

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: September 26, 2025

Inspection Number: 2025-1112-0004

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): September 24 - 26, 2025

The following intake(s) were inspected:

- Intake: #00153337 - 2600-000030-25: Resident fall with injury
- Intake: #00154427 - 2600-000032-25: Alleged abuse of a resident

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

Prevention of Abuse and Neglect
Falls Prevention and Management

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

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

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of non-compliance.