

**Ministry of Long-Term Care**

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

**Ottawa District**

347 Preston Street, Suite 410  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559

## Public Report

**Report Issue Date:** October 7, 2025

**Inspection Number:** 2025-1287-0005

**Inspection Type:**

Critical Incident

**Licensee:** CVH (No. 4) 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 (Plantagenet), Plantagenet

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 1, 2, 3, 2025

The following intake(s) were inspected:

- Intake: #00152026/CI 2797-000013-25 regarding an allegation of resident to resident physical abuse.
- Intake: #00157059/CI 2797-000014-25 regarding an allegation of Improper/Incompetent treatment or care of a resident by staff after a fall.

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

Prevention of Abuse and Neglect  
Responsive Behaviours  
Falls Prevention and Management

**Ministry of Long-Term Care**

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

**Ottawa District**

347 Preston Street, Suite 410  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559

## **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.