

**Ministry of Long-Term Care**

Long-Term Care Operations Division

Long-Term Care Inspections Branch

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

130 Dufferin Avenue, 4th Floor

London, ON, N6A 5R2

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**Public Report****Report Issue Date:** November 19, 2025**Inspection Number:** 2025-1311-0005**Inspection Type:**

Complaint

**Licensee:** Caressant-Care Nursing and Retirement Homes Limited**Long Term Care Home and City:** Caressant Care Courtland, Courtland**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): November 13, 17, 18, 19, 2025

The following intake(s) were inspected:

- Intake: #00161281 - a complaint related to falls prevention and management.
- Intake: #00162284 - a complaint related to infection prevention and control.

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

Infection Prevention and Control

Safe and Secure Home

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 of non-compliance.