

Ministry of Long-Term Care

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

North District

159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Public Report

Report Issue Date: June 27, 2025

Inspection Number: 2025-1039-0002

Inspection Type:

Complaint
Critical Incident

Licensee: CVH (No. 9) 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: Southbridge Lakehead, Thunder Bay

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 23 - 27, 2025

The following intake(s) were inspected:

- One intake related to a fall of resident resulting in injury;
- One intake related to complainant concerns re: availability of supplies; and
- One intake related to alleged neglect of resident by staff.

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

Food, Nutrition and Hydration
Prevention of Abuse and Neglect
Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Right to be treated with respect

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

Non-compliance with: FLTCA, 2021, s. 3 (1) 3.

Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

3. Every resident has the right to have their participation in decision-making respected.

The licensee failed to ensure that a resident had the right to have their participation in decision-making respected during care.

Sources: A resident's health records, Long-Term Care Home (LTCH) Investigation file; LTCH policy titled "Resident Lifts and Transfers Policy", created August 2024; and interview with the Acting Director of Care (DOC).

WRITTEN NOTIFICATION: Transferring and positioning techniques

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

Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

The license failed to ensure that staff used safe transferring and positioning techniques when assisting a resident.

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There were separate instances where staff did not use proper techniques for transferring and positioning a resident during care.

Sources: A residents health records, LTCH Investigation file; LTCH policy titled "Resident Lifts and Transfers Policy", created August 2024; and interview with the Acting DOC.

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

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