

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

Toronto District  
5700 Yonge Street, 5th Floor  
Toronto, ON, M2M 4K5  
Telephone: (866) 311-8002

## Public Report

**Report Issue Date:** March 11, 2026

**Inspection Number:** 2026-1103-0001

**Inspection Type:**  
Proactive Compliance Inspection

**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:** Main Street Terrace, Toronto

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 3-6, 9, 11 2026.

The following intake(s) were inspected:

- Intake: #00171428 - Proactive Compliance Inspection.

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

Resident Care and Support Services  
Food, Nutrition and Hydration

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Plan of Care

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

**Non-compliance with: FLTCA, 2021, s. 6 (7)**

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

Specified nutritional interventions implemented for a resident were not consistent with their plan of care.

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**Sources:** observation on a specified day, a resident's care plan, interviews with a Registered Practical Nurse (RPN) and the Registered Dietitian (RD).

## **WRITTEN NOTIFICATION: Compliance with Manufacturers' Instructions**

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

**Non-compliance with: O. Reg. 246/22, s. 26**

Compliance with manufacturers' instructions

s. 26. Every licensee of a long-term care home shall ensure that staff use all equipment, supplies, devices, assistive aids and positioning aids in the home in accordance with manufacturers' instructions.

A Personal Support Worker (PSW) did not follow a thickener's manufacturer instructions when thickening and serving a beverage for a resident.

**Sources:** observations on a specified day, Nestle ThickenUp Clear's manufacturer instructions, interviews with a PSW, a Registered Nurse (RN) and the RD.

## **WRITTEN NOTIFICATION: Transferring and positioning techniques**

NC #003 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.

A resident was transferred by a PSW alone, without the assistance of the required second staff member.

**Sources:** a resident's clinical records and interview with a PSW.



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

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