

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

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: August 13, 2025

Inspection Number: 2025-1143-0002

Inspection Type:

Complaint

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: ReachView Village, Uxbridge

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 11-13, 2025

The following intake(s) were inspected:

- One intake related to a complaint regarding the physical condition of the home
- One intake related to the unexpected death of a resident

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

Resident Care and Support Services
Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION: Specific duties re cleanliness and repair

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

Non-compliance with: FLTCA, 2021, s. 19 (2) (c)

Accommodation services

s. 19 (2) Every licensee of a long-term care home shall ensure that,

(c) the home, furnishings and equipment are maintained in a safe condition and in a

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good state of repair.

The licensee has failed to ensure that the home was maintained and in a good state of repair.

A complaint was submitted to the Ministry of Long Term Care (MLTC) related to concerns with multiple areas of the home being in poor state of repair. During the inspector's observations, the inspector noted broken tiles, a baseboard heater with a missing cover and bent fins, a leak under the sink, and broken baseboards.

Sources: Observations.



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

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