

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: January 22, 2026
Inspection Number: 2026-1143-0001
Inspection Type: Complaint Critical Incident Follow up
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): January 12-14, 16, 19, 20, 22, 2026

The inspection occurred offsite on the following date(s): January 15, 21, 2026

The following intake(s) were inspected:

- An intake related to a First Follow-up from inspection #2025-1143-0004, CO#001 related to FLTCA, 2021 - s. 24 (1), Duty to Protect, CDD 12/30/2025
- An intake related to resident to resident abuse
- An intake related to plan of care

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:
Order #001 from Inspection #2025-1143-0004 related to FLTCA, 2021, s. 24 (1)

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

Resident Care and Support Services
Prevention of Abuse and Neglect
Responsive Behaviours
Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: DUTY OF LICENSEE TO COMPLY WITH PLAN

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.

The Ministry of LTC received a complaint related to staff on an identified date and shift who did not follow the plan of care related to identified interventions for a resident. Video surveillance indicated an identified plan of care intervention was not followed.

Source: Resident's clinical records, video footage, home's investigation notes, interviews.



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

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