

Ministry of Long-Term Care

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

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Public Report

Report Issue Date: April 1, 2026
Inspection Number: 2026-1001-0002
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: Hallowell House, Picton

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 26 - 31, and April 1, 2026

The following intake(s) were inspected:

- Intake: #00172149 - Complaint regarding resident care and services including wound care.
- Intake: #00172469 - Complaint regarding resident care and services.
- Intake: #00173394 /CIS # 0891-000005-26 - regarding resident skin and wound care.

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

- Resident Care and Support Services
- Skin and Wound Prevention and Management
- Reporting and Complaints

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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.