

**Ministry of Long-Term Care**

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

**Hamilton District**

119 King Street West, 11th Floor  
Hamilton, ON, L8P 4Y7  
Telephone: (800) 461-7137

## Public Report

**Report Issue Date:** September 17, 2025

**Inspection Number:** 2025-1041-0004

**Inspection Type:**

Critical Incident

**Licensee:** CVH (No. 1) 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:** West Park Health Centre, St Catharines

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 10, 11, 12, 15, 16, 17, 2025

The following intake(s) were inspected:

- Intake #00152653/ Critical Incident (CI) #1500-000032-25 - related to responsive behaviours, resident abuse and neglect
- Intake #00153965/ CI #1500-000036-25 - related to resident abuse and neglect

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

- Prevention of Abuse and Neglect
- Responsive Behaviours

## INSPECTION RESULTS

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## 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.

The licensee has failed to ensure that the care outlined in the resident's plan of care, related to their medical device, was provided as specified in the plan.

The resident's plan of care specified that a specific medical device must not come into contact with the floor during use. On an identified date, the resident's medical device was found in contact with the floor during two separate observations. The home's Infection Prevention and Control (IPAC) lead and registered staff acknowledged and confirmed the observations.

**Sources:** Observations conducted in the resident's room, a review of the resident's clinical records, and an audio-recorded interview with the registered staff.