

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: November 10, 2025

Inspection Number: 2025-1041-0005

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): November 6, 7, 10, 2025.

The following intake(s) were inspected:

Intake: #00159862 - Critical Incident Summary #1500-000043-25- related to resident care and support services.

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

Resident Care and Support Services

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (1) (a)

Plan of care

s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

(a) the planned care for the resident;

A resident sustained an injury on an identified date from an unknown cause. They had sustained a similar injury three years prior also from an unknown cause.

The resident's plan of care had not set out the planned care to address the risk(s) for this type of injury, including goals, and interventions that provided direction to direct care staff to support minimizing or preventing future occurrences.

Sources: critical incident report; a resident's progress notes, care plan, and interviews with the Resident Assessment Instrument (RAI) Coordinator and the Director of Care (DOC).