

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: December 16, 2025

Inspection Number: 2025-1041-0006

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 dates: December 11-12, and 15-16, 2025.

The following intakes were inspected:

-Intake: #00161988 [Critical Incident Report #1500-000044-25] related to Improper/Incompetent treatment or care of a resident.

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

Resident Care and Support Services

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (4) (b)

Plan of care

s. 6 (4) The licensee shall ensure that the staff and others involved in the different aspects of care of the resident collaborate with each other,

(b) in the development and implementation of the plan of care so that the different

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aspects of care are integrated and are consistent with and complement each other.

A resident had an order in place which outlined specific circumstances in which registered staff were to refer the resident to the Nurse Practitioner or Physician. During a specified time period, there were several occasions on which this criteria was met, however neither the Nurse Practitioner nor Physician were notified.

Sources: Resident's clinical records and interviews with staff.

WRITTEN NOTIFICATION: Communication and response system

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 20 (a)

Communication and response system

s. 20. Every licensee of a long-term care home shall ensure that the home is equipped with a resident-staff communication and response system that,

(a) can be easily seen, accessed and used by residents, staff and visitors at all times;

On a specified date the Inspector entered a resident's room. The resident was wondering where their call bell was. Inspector noted the call bell on their bedside table. The resident indicated they couldn't reach it. Inspector provided resident with the call bell.

Sources: Observation of resident.