

Ministry of Long-Term Care

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

North District

159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Original Public Report

Report Issue Date: November 13, 2024

Inspection Number: 2024-1445-0003

Inspection Type:

Complaint
Critical Incident

Licensee: CVH (No. 9) 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: Southbridge Pinewood, Thunder Bay

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 4 - 8, 2024

The following intake(s) were inspected:

- One intake related to alleged physical abuse of a resident by a resident;
- One intake related to a complaint re: neglect of resident; and
- One intake related to improper/incompetent care of resident.

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

Resident Care and Support Services
Infection Prevention and Control
Safe and Secure Home
Responsive Behaviours
Prevention of Abuse and Neglect

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Air Temperature

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

Non-compliance with: O. Reg. 246/22, s. 24 (3)

Air temperature

s. 24 (3) The temperature required to be measured under subsection (2) shall be documented at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

The licensee failed to ensure that temperatures in the home were documented every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

Sources: Long-term Care Home (LTCH) air temperature logs; LTCH Policy titled "Air Temperature Monitoring", created August 2024; LTCH policy title "Preventing Heat-related Illnesses", created August 2024; and interviews with staff, Environmental Services Managers (ESM), Associate Director of Care (ADOC).

WRITTEN NOTIFICATION: Transferring and Positioning Techniques

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

Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

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The licensee failed to ensure that safe repositioning techniques were used by staff when providing care for a resident.

Sources: A resident's health records; LTCH investigation file; interviews with staff and ADOCs.