

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Original Public Report

Report Issue Date: May 6, 2024	
Inspection Number: 2024-1702-0002	
Inspection Type: Complaint Critical Incident	
Licensee: CVH (No. 3) 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 London, London	
Lead Inspector Rhonda Kukoly (213)	Inspector Digital Signature
Additional Inspector(s) Peter Hannaberg (721821)	

INSPECTION SUMMARY

<p>The inspection occurred onsite on the following date(s): April 30, 2024, and May 1, 2, 2024</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake: #00107413, critical incident #3059-000005-24 related to a possible altercation between residents • Intake: #00112999, an anonymous complaint related to care and supply concerns

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

- Resident Care and Support Services
- Housekeeping, Laundry and Maintenance Services
- Food, Nutrition and Hydration
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Responsive Behaviours

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.