

**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

**Public Report**

**Report Issue Date:** January 21, 2025

**Inspection Number:** 2025-1702-0002

**Inspection Type:**

Complaint

**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

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): January 15, 21, 2025.

The following intake(s) were inspected:

- Intake #00134317 was a complaint related to mechanical lifts.
- Intake #00137639 was a complaint related to availability of hot water available in some areas of the home.

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

- Resident Care and Support Services
- Housekeeping, Laundry and Maintenance Services

**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.