

Ministry of Long-Term Care

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

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Public Report

Report Issue Date: March 7, 2025

Inspection Number: 2025-1819-0001

Inspection Type:

Critical Incident
Follow up

Licensee: CVH (No. 7) 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 Kemptville, Kemptville

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 25 - 27, 2025 and March 3 - 7, 2025.

The following Critical Incident (CI) intake(s) were inspected:

- Intake: #00132645 - Follow-up #1 to Compliance Order (CO) #001 from Inspection #2024_1819_0006, related to O. Reg. 246/22 - s. 48, with a compliance due date (CDD) of February 6, 2025;
- Intake: #00132646 - Follow-up #1 to CO #002 from Inspection #2024_1819_0006, related to O. Reg. 246/22 - s. 56 (2) (f), with a CDD of February 6, 2025;
- Intake: #00136632 (CI #3060-000001-25) - Alleged neglect of a resident by staff members;
- Intake: #00137332 (CI #3060-000002-25)- Fall of Resident resulting in injury;
- Intake: #00138326 (CI #3060-000004-25) - Improper/incompetent care of a resident; and
- Intake: #00140258 (CI #3060-000010-25) - Alleged physical/ verbal abuse to a resident by a staff member.

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Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2024-1819-0006 related to O. Reg. 246/22, s. 48

Order #002 from Inspection #2024-1819-0006 related to O. Reg. 246/22, s. 56 (2) (f)

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

- Resident Care and Support Services
- Continence Care
- Housekeeping, Laundry and Maintenance Services
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Transferring and Positioning Techniques

NC #001 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.

The licensee has failed to ensure safe transferring techniques were used when a

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Personal Support Worker (PSW) transferred a resident using a mechanical lift.

Sources: CIR 3060-000004-25, the home's investigation file, Safe Resident Lifts and Transfers Policy LP-01-01 last updated April 2024 and interview with Director of Clinical Services #106.