

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: December 18, 2025

Inspection Number: 2025-1819-0007

Inspection Type:
Complaint

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): December 15, 16, 17, 2025

The following intake(s) were inspected:

- Intake: #00163282 - Complaint related to availability of supplies and palliative care

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

Resident Care and Support Services
Palliative Care

INSPECTION RESULTS

WRITTEN NOTIFICATION: Required programs

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

Non-compliance with: O. Reg. 246/22, s. 53 (1) 4.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

4. A pain management program to identify pain in residents and manage pain. O. Reg. 246/22, s. 53 (1); O. Reg. 66/23, s. 10.

The licensee's Pain Management Program Policy directs registered staff to complete a pain assessment on day, evening and night shifts, when a resident experiences any significant change in health status that could impact the resident's comfort. However, on two occasions, when the resident was no longer receiving analgesics due to a change in their condition, a pain assessment was not completed across all shifts.

Sources: Licensee's Pain Management Program Policy, resident health records, interviews with a Registered Practical Nurse, a Registered Nurse and an Assistant Director of Care.