

**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:** February 13, 2026

**Inspection Number:** 2026-1819-0001

**Inspection Type:**

Critical Incident

**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 dates: February 11-13, 2026

The following intakes were completed during this Critical Incident (CI) inspection:

- Intake #00168664/ CI#3060-000002-26 regarding a fall that resulted in a significant change in status
- Intake #00169262/ CI-3060-000004-26 regarding an incident of severe unresponsive hypoglycemia in respect of which a resident is taken to hospital

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

Medication Management  
Falls Prevention and Management

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Required programs

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

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

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:

1. A falls prevention and management program to reduce the incidence of falls and the risk of injury.

In accordance with O. Reg 246/22, s.11(1)b, the licensee of a long-term care home shall institute any plan or policy that must be complied with and all applicable requirements under the Act. This includes the home's Fall Prevention and Management policy.

Policy-RFC-07-01-Falls Prevention and Management Program (reviewed-August/2025) indicates that a resident is to be assisted off the floor, if safe to do so, by a minimum of two staff using a Hoyer lift or other appropriate resident lift equipment, as required.

On a specified date, a resident experienced an unwitnessed fall. During an interview, a Registered Practical Nurse (RPN) reported that they, along with a Personal Support Worker (PSW), assisted the resident from the floor and transferred them to a wheelchair without using a mechanical lift.

Sources: Review of the resident's health care records, interviews with a Director of Care, PSW, two Registered Nurse (RN)s, an RPN, Policy-RFC-07-01-Falls Prevention and Management Program.