

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 19, 2025

Inspection Number: 2025-1035-0002

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: CVH (No. 6) 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 Cornwall, Cornwall

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 11, 12, 14, 18, 2025

The inspection occurred offsite on the following date(s): February 13, 2025

The following critical incident intake(s) were inspected:

- Intake #00132014- regarding a follow up to Compliance Order (CO) #001 from inspection #2024-1035-0007 related to FLTCA, 2021 s. 6 (1) (c), with a Compliance Due Date (CDD) of January 24, 2025.
- Intake #00136386/ CI # 3063-000002-25- related to Respiratory Syncytial Virus (RSV) Outbreak

The following complaint intake(s) were inspected:

- Intake #00134916- related to resident care concerns

Previously Issued Compliance Order(s)

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

Order #001 from Inspection #2024-1035-0007 related to FLTCA, 2021, s. 6 (1) (c)

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

Resident Care and Support Services
Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Foot care and nail care

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

Non-compliance with: O. Reg. 246/22, s. 39 (1)

Foot care and nail care

s. 39 (1) Every licensee of a long-term care home shall ensure that each resident of the home receives preventive and basic foot care services, including the cutting of toenails, to ensure comfort and prevent infection.

The licensee has failed to ensure that a resident received preventative and basic foot care services to ensure comfort and prevent infection.

A resident's plan of care indicated foot care services be provided at a specified frequency, however, resident did not receive foot care at the required frequency as per their plan of care.

Sources:

Review of resident's medical chart, Foot and Nail Care Policy (August 2024), Foot

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Care Services Records, interviews with Resident Services Coordinator and other staff.