

**Ministry of Long-Term Care**

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

**Central West District**

609 Kumpf Drive, Suite 105  
Waterloo, ON, N2V 1K8  
Telephone: (888) 432-7901

**Original Public Report**

<b>Report Issue Date: February 7, 2024</b>	
<b>Inspection Number:</b> 2024-1242-0001	
<b>Inspection Type:</b> Complaint Critical Incident	
<b>Licensee:</b> Caessant-Care Nursing and Retirement Homes Limited	
<b>Long Term Care Home and City:</b> Caessant Care Arthur Nursing Home, Arthur	
<b>Lead Inspector</b> Janet Groux (606)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

**INSPECTION SUMMARY**

The inspection occurred onsite on the following dates: January 15-17, 19, 22-24, 2024.  
The inspection occurred offsite on the following date: January 22, 2024.

The following Critical Incident System (CIS) intakes were inspected:

- Intake #00102654 regarding the home's falls prevention and management program, and intake #00105090 regarding an allegation of resident neglect.

The following Complaint intake was inspected:

- Intake #00101336 regarding concerns about a resident's skin and wound care and medication management.

**Ministry of Long-Term Care**

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

**Central West District**

609 Kumpf Drive, Suite 105  
Waterloo, ON, N2V 1K8  
Telephone: (888) 432-7901

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

- Skin and Wound Prevention and Management
- Continence Care
- Resident Care and Support Services
- Medication Management
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Falls Prevention and Management

## 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.