

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: October 8, 2025

Inspection Number: 2025-1312-0005

Inspection Type:

Complaint
Critical Incident

Licensee: Caessant-Care Nursing and Retirement Homes Limited

Long Term Care Home and City: Caessant Care Cobden, Cobden

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 2, 3, 6, 7, 8, 2025

The following intake(s) were inspected:

Intake: #00157604 -Complaint with concerns related to plan of care, skin and wound care, nursing and personal support services and menu planning.

Intake: #00157768 -Injury of unknown etiology.

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

- Resident Care and Support Services
- Food, Nutrition and Hydration
- Housekeeping, Laundry and Maintenance Services
- Staffing, Training and Care Standards

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Bathing

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

Non-compliance with: O. Reg. 246/22, s. 37 (1)

Bathing

s. 37 (1) Every licensee of a long-term care home shall ensure that each resident of the home is bathed, at a minimum, twice a week by the method of their choice and more frequently as determined by the resident's hygiene requirements, unless contraindicated by a medical condition.

The licensee has failed to ensure a resident received a bath by a method of choice at minimum twice per week, during a specific week in September, 2025. During a record review, the resident's care plan indicated a specific method of bathing was preferred. During an interview with a staff member, they confirmed that the bathing method of choice was not provided, twice per week during a specific week in September, 2025.

Sources: Resident record review and an interview with a staff member.

On another occasion, the licensee has failed to ensure a resident received a bath by a method of choice at minimum twice in a week, during a week in September, 2025. During a record review, the resident's care plan indicated a specific method of bathing was preferred. During an interview with a staff member, they confirmed that the preferred method of bathing was not provided on a specific day in September, 2025.

Sources: Resident record review and an interview with a staff member.