

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

Public Report

Report Issue Date: March 4, 2026

Inspection Number: 2026-1170-0002

Inspection Type:
Proactive Compliance Inspection

Licensee: Caessant-Care Nursing and Retirement Homes Limited

Long Term Care Home and City: Caessant Care Listowel Nursing Home, Listowel

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 20, 23-27, 2026 and March 2-4, 2026

The following intake(s) were inspected:

- Intake: #00171046 - Proactive Compliance Inspection

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

Resident Care and Support Services
Food, Nutrition and Hydration
Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

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

Non-compliance with: FLTCA, 2021, s. 6 (10) (b)

Plan of care

s. 6 (10) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when,

(b) the resident's care needs change or care set out in the plan is no longer necessary;
or

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A resident's plan of care was not updated when their needs changed.

Sources: interviews with staff and record review of a resident's clinical records.

WRITTEN NOTIFICATION: Plan of care

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 29 (3) 12.

Plan of care

s. 29 (3) A plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident:

12. Dental and oral status, including oral hygiene.

A resident's plan of care did not address the resident's oral care needs.

Sources: record review of a resident's clinical record and interviews with staff.

WRITTEN NOTIFICATION: Nutritional Care and Hydration Program

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 74 (2) (d)

Nutritional care and hydration programs

s. 74 (2) Every licensee of a long-term care home shall ensure that the programs include,

(d) a system to monitor and evaluate the food and fluid intake of residents with identified risks related to nutrition and hydration; and

A resident had fluid consumption lower than their goal amount. No nutrition referral was sent.

Sources: interviews with staff and record review of a resident's clinical records and a policy.

WRITTEN NOTIFICATION: Infection Prevention and Control

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Program

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 102 (2)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(a) any surveillance protocols issued by the Director for a particular communicable disease or disease of public health significance; and

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

A) Staff did not follow the established order when doffing PPE after exiting a room on additional precautions.

Sources: observations, record review of the IPAC Standard for Long-Term Care Homes (revised September 2023), and interviews with staff.

B) Staff did not follow the appropriate selection and application of PPE prior to entering a room on additional precautions. The home was in an outbreak at the time.

Sources: observations, record review of the IPAC Standard for Long-Term Care Homes (revised September 2023), and interviews with staff.



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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