

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

London District
130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Original Public Report

Report Issue Date: June 28, 2023	
Inspection Number: 2023-1161-0002	
Inspection Type: Complaint Follow up Critical Incident System	
Licensee: CVH (No. 3) 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: Chelsey Park, London	
Lead Inspector Meagan McGregor (721)	Inspector Digital Signature
Additional Inspector(s) Peter Hannaberg (721821)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 20-22 and 26-27, 2023.

The following follow-up intakes were inspected:

- Intake#00084957 a follow-up to CO #005 from Inspection #2023-1161-0001 related to O. Reg. 246/22, s. 140 (2) with a Compliance Due Date (CDD) of May 29, 2023;
- Intake #00084958 a follow-up to CO #004 from Inspection #2023-1161-0001 related to O. Reg. 246/22, s. 123 (3) (a) with a CDD of May 29, 2023;
- Intake #00084959 a follow-up to CO #002 from Inspection #2023-1161-0001 related to FLTCA, 2021, s. 6 (7) with a CDD of May 29, 2023;
- Intake #00084960 a follow-up to CO #003 from Inspection #2023-1161-0001 related to O. Reg. 246/22, s. 78 (2) (f) with a CDD of May 29, 2023; and
- Intake #00084961 a follow-up to CO #001 from Inspection #2023-1161-0001 related to O. Reg. 246/22, s. 147 (1) with a CDD of May 29, 2023.

The following Critical Incident (CI) intakes were inspected:

- Intake #00022608/CI #2655-000007-23; and
- Intake #00090050/CI #2655-000013-23 related to falls prevention and management.

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The following complaint intake was inspected:

- Intake #00088466 related to concerns about resident care.

Previously Issued Compliance Order(s)

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

Order #005 from Inspection #2023-1161-0001 related to O. Reg. 246/22, s. 140 (2) inspected by Meagan McGregor (721)

Order #004 from Inspection #2023-1161-0001 related to O. Reg. 246/22, s. 123 (3) (a) inspected by Meagan McGregor (721)

Order #002 from Inspection #2023-1161-0001 related to FLTCA, 2021, s. 6 (7) inspected by Meagan McGregor (721)

Order #003 from Inspection #2023-1161-0001 related to O. Reg. 246/22, s. 78 (2) (f) inspected by Meagan McGregor (721)

Order #001 from Inspection #2023-1161-0001 related to O. Reg. 246/22, s. 147 (1) (a) inspected by Meagan McGregor (721)

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

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