

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

Public Report

Report Issue Date: September 15, 2025

Inspection Number: 2025-1091-0006

Inspection Type:

Complaint
Critical Incident

Licensee: CVH (No. 5) 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: Country Village Homes - Woodslee, South Woodslee

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 9, 10, 11, 15, 2025

The following intake(s) were inspected:

- Intake: #00156051 - Regarding a complaint related to improper discharge.
- Intake: #00156728 - Critical Incident System Report #2576-000028-25 related to alleged abuse.
- Intake: #00156800 - Regarding a complaint related to food quality.

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

Food, Nutrition and Hydration
Responsive Behaviours
Prevention of Abuse and Neglect
Admission, Absences and Discharge

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Resident Records

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

Non-compliance with: O. Reg. 246/22, s. 274 (b)

Resident records

s. 274. Every licensee of a long-term care home shall ensure that,
(b) the resident's written record is kept up to date at all times.

The licensee has failed to ensure that a resident's written record was kept up to date at all times.

Review of the resident's clinical record showed that, beginning on a specific date, the resident was to have specific monitoring and documentation completed. During the review period a total of 34 shifts did not have documentation of the assessments completed. The Executive Director (ED) stated that the resident was observed and monitored but the documentation was not completed and should have been.

Sources: Resident record review and interview with the ED.