

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

## Original Public Report

Report Issue Date: July 17, 2024

Inspection Number: 2024-1287-0002

Inspection Type:  
Critical Incident

Licensee: CVH (No. 4) 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: Pincrest (Plantagenet), Plantagenet

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 11, 12, 15, 16, 17, 2024.

The following Critical Incident (CI) intake(s) were inspected:

- Intake #00117595, intake #00116016, intake #00117593, and intake #00119226 related to an alleged resident to resident physical abuse.
- Intake #00118595 related to a fall with injury.

The following Inspection Protocols were used during this inspection:

Infection Prevention and Control  
Responsive Behaviours  
Prevention of Abuse and Neglect  
Falls Prevention and Management

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Care Plan

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

The licensee has failed to ensure that the care plan was revised due to a significant change in a resident care needs. On a specific day, a resident sustained an injury that changed their condition. A Registered Practical Nurse indicated that the care plan should have been updated to reflect the significant change.

Sources: Observation, care plan reviews, interviews with staff.