

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: February 25, 2025

Inspection Number: 2025-1287-0001

Inspection Type:

Critical Incident
Follow up

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: Pinecrest (Plantagenet), Plantagenet

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 12, 14, 18, 19, 20, 21, 24, 25, 2025

The following intake(s) were inspected:

- Intake: #00133086 - Follow-up #: 1 - O. Reg. 246/22 - s. 55 (2) (b) (iv)
- Intakes: #00135704, #00138061 and #00138769 related to an allegation of physical abuse, resident to resident
- Intake: #00138287 related to an allegation of verbal abuse, staff to resident

Previously Issued Compliance Order(s)

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

Order #001 from Inspection #2024-1287-0004 related to O. Reg. 246/22, s. 55 (2) (b) (iv)

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

Skin and Wound Prevention and Management
Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours

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.