

**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  
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## Public Report

**Report Issue Date:** April 24, 2025

**Inspection Number:** 2025-1287-0003

**Inspection Type:**

Complaint

**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): April 22 and 23, 2025.

The following complaint intakes were inspected:

- Intake: #00141783 - Complaint related to alleged resident abuse
- Intake #00141778 - Complaint related to resident rights

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

Prevention of Abuse and Neglect  
Residents' Rights and Choices

## 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.