

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: July 4, 2025

Inspection Number: 2025-1287-0004

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): June 18, 2025

The following intake(s) were inspected:

- Intake: #00147421 related to withhold of approval for admission in the home.

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

Admission, Absences and Discharge

INSPECTION RESULTS

WRITTEN NOTIFICATION: Authorization for admission to a home

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

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Non-compliance with: FLTCA, 2021, s. 51 (7) (b)

Authorization for admission to a home

s. 51 (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 50 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

(b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or

The licensee has failed to comply with FLTCA, s. 51 (7) (b) when they withheld the applicant's approval for admission to the home.

The applicant's Behavioural Assessment Tool indicated that the resident displayed identified responsive behaviours. The written notice indicated that the applicant's approval for admission in the home was withheld due to the home lacks of resources to support the applicant's successful integration, particularly due to the applicant identified care needs. While high-intensity services could assist dealing with the applicant's responsive behaviours, the licensee indicated that they cannot provide specified care due to staffing limitations. Interviews with staff members indicated that the applicant's approval was withheld due to accessibility to social services. The Placement Coordinator stated that the resident did not require specified care.

Sources: written notice, Behavioural Assessment Tool, InterRAI Home Care (HC) Assessment Form. Interview with staff members, and Placement Coordinator.