

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007****Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée****Long-Term Care Operations Division  
Long-Term Care Inspections Branch****Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**London Service Area Office  
130 Dufferin Avenue 4th floor  
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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Oct 28, 2021	2021_953563_0001	010718-21	Complaint

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**Licensee/Titulaire de permis**CVH (No. 8) LP by its general partners, Southbridge Health Care GP Inc. and  
Southbridge Care Homes (a limited partnership, by its general partner, Southbridge Care  
Homes Inc.)

766 Hespeler Road, Suite 301 Cambridge ON N3H 5L8

**Long-Term Care Home/Foyer de soins de longue durée**Queensway Long Term Care Home  
100 Queen Street East P.O. Box 369 Hensall ON N0M 1X0**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

MELANIE NORTHEY (563)

**Inspection Summary/Résumé de l'inspection**

**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): October 13, 14, 15 and 18, 2021**

**During the course of the inspection, the inspector(s) spoke with the Executive Director, the Assistant Director of Care, a Psychiatrist, Registered Practical Nurses, Registered Nurses, Personal Support Workers, a Housekeeper, a family member and a resident.**

**The inspector conducted a tour of the home and made observations of residents and care, meal and snack service, and resident/staff interactions. The inspector also observed the infection prevention and control practices and active visitor screening. Relevant resident clinical records were also reviewed.**

**The following Inspection Protocols were used during this inspection:  
Infection Prevention and Control  
Medication  
Personal Support Services**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**Issued on this 28th day of October, 2021**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**