

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

London District
130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: November 25, 2025

Inspection Number: 2025-1009-0004

Inspection Type:
Complaint

Licensee: CVH (No. 8) 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: Queensway Long Term Care Home, Hensall

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 24, 25, 2025

The following intake(s) were inspected:

- Intake: #00157650 - Complaint related to resident care.

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

Responsive Behaviours
Pain Management

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.