

Ministry of Long-Term Care

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

London Service Area Office

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Original Public Report	
Report Issue Date: October 5, 2022	
Inspection Number: 2022-1311-0001	
Inspection Type: Critical Incident System	
Licensee: Caressant-Care Nursing and Retirement Homes Limited	
Long Term Care Home and City: Caressant Care Courtland, Courtland	
Lead Inspector Cheryl McFadden (745)	Inspector Digital Signature
Additional Inspector(s) Tatiana Pyper (733564)	

INSPECTION SUMMARY

The Inspection occurred on the following date(s):
September 27, 28, 2022.

The following intake(s) were inspected:

- Intake: #00005173-[CI: 2826-000006-22] Failure/breakdown of major system - Resident-staff communication and response system

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

Housekeeping, Laundry and Maintenance Services
Infection Prevention and Control

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.