

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: August 22, 2025

Inspection Number: 2025-1311-0004

Inspection Type:

Complaint
Critical Incident

Licensee: Caressant-Care Nursing and Retirement Homes Limited

Long Term Care Home and City: Caressant Care Courtland, Courtland

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 12-15, and 20-22, 2025.

The following intakes were inspected:

- Critical Incident (CI) #2826-000013-25 related to falls prevention and management;
- CI #2826-000014-25 related to falls prevention and management;
- CI #2826-000016-25 related to an incident which caused an injury and significant change in a resident's health status; and
- Complaint intake #00154287 related to falls prevention and management;

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

Safe and Secure Home
Falls Prevention and Management

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

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.