

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

Original Public Report

Report Issue Date: August 21, 2024

Inspection Number: 2024-1046-0004

Inspection Type:
Proactive Compliance Inspection

Licensee: Heartwood Operating Inc.

Long Term Care Home and City: Heartwood, Cornwall

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 12, 13, 14, 15, 16, 19, 20, 21, 2024

The following intake(s) were inspected:

- Intake: #00123526 - PCI

The following Inspection Protocols were used during this inspection:

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Food, Nutrition and Hydration
- Medication Management
- Residents' and Family Councils
- Infection Prevention and Control
- Safe and Secure Home
- Prevention of Abuse and Neglect
- Quality Improvement
- Staffing, Training and Care Standards



Inspection Report Under the
Fixing Long-Term Care Act, 2021

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Residents' Rights and Choices
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.