

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

Public Report

Report Issue Date: May 21, 2025

Inspection Number: 2025-1046-0003

Inspection Type:

Critical Incident

Licensee: CVH (NO. 11) 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: Heartwood, Cornwall

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 13, 14, 15, 16, 20, 2025

The following intake(s) were inspected:

- Intake: #00143017/CI #2088-000011-25 - related to allegation of physical abuse to a resident by staff.
- Intake: #00143549/CI #2088-000013-25 - related to a written complaint regarding the weight of a resident.
- Intake: #00144768/CI #2088-000015-25 - related to an unexpected death of a resident.

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

Resident Care and Support Services
Food, Nutrition and Hydration
Prevention of Abuse and Neglect
Restraints/Personal Assistance Services Devices (PASD) Management

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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.