

**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:** July 21, 2025

**Inspection Number:** 2025-1046-0004

**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): July 14 - July 17, 2025

The following intake(s) were inspected:

- Intake: #00147628 - related to a missing resident.
- Intake: #00148792 - related to a resident's fall resulting in a significant change in the resident's condition.
- Intake: #00151750 - related to a resident's fall resulting in a significant change in the resident's condition.

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

Safe and Secure Home  
Falls Prevention and Management

## INSPECTION RESULTS

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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.