



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

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

Ottawa District  
347 Preston Street, Suite 410  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559

### Original Public Report

Report Issue Date: June 10, 2024

Inspection Number: 2024-1035-0003

Inspection Type:

Complaint

Critical Incident

Follow up

Licensee: CVH (No. 6) 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: Southbridge Cornwall, Cornwall

Lead Inspector

Kelly Boisclair-Buffam (000724)

Inspector Digital Signature

Additional Inspector(s)

Gabriella Kuilder (000726)

Mark McGill (733)

### INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 3, 4, 5, 6 and 10, 2024

The following intake(s) were completed in this Follow Up Inspection:

Intake: #00110051 - related to a compliance order under FLTCA, 2021, s. 6 (9) 1

Intake: #00111983 - related to a compliance order under O. Reg. 246/22, s. 58 (4) (c)

Intake: #00111985 - related to a compliance order under O. Reg. 246/22, s. 48

The following intake(s) were completed in this Critical Incident (CI) Inspection:

Intake #00116015/CI #3063-000039-25 - related to an allegation of resident to resident physical abuse

The following intake(s) were completed in this Complaint Inspection:

Intakes: #00111612 and #00116015 - related to resident Care and Services

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #003 from Inspection #2023-1035-0006 related to FLTCA, 2021, s. 6 (9) 1. inspected by Kelly Boisclair-Buffam (000724)

Order #002 from Inspection #2024-1035-0001 related to O. Reg. 246/22, s. 58 (4) (c) inspected by Kelly Boisclair-Buffam (000724)

Order #001 from Inspection #2024-1035-0001 related to O. Reg. 246/22, s. 48 inspected by Gabriella Kuilder (000726)

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services  
Housekeeping, Laundry and Maintenance Services



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Infection Prevention and Control  
Responsive Behaviours  
Prevention of Abuse and Neglect

## 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.