

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: December 20, 2024

Inspection Number: 2024-1035-0008

Inspection Type:
Complaint
Critical Incident

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

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 11-13, 16-19, 2024

The following intake(s) were inspected:

- Intake: #00130909 - Critical Incident System Report # 3063-000073-24 - related to an acute respiratory infection outbreak.
- Intake: #00131688 - Critical Incident System Report # 3063-000074-24 - related to alleged physical abuse to resident by another resident.
- Intake: #00132035 - a complaint with concerns related to the diet of a resident.
- Intake: #00134524 - a complaint with concerns related to to the care of a resident.

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services
Food, Nutrition and Hydration

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Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours
Pain Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 6 (2)

Plan of care

s. 6 (2) The licensee shall ensure that the care set out in the plan of care is based on an assessment of the resident and on the needs and preferences of that resident.

The licensee has failed to ensure that the care set out in the plan of care was based on an assessment of a resident and on the needs and preferences of that resident, as the resident's diet texture was changed following an incident. The incident occurred while the resident was eating rice which was served to residents who ate regular and minced foods. The resident and their substitute decision-maker's (SDM) preference was to have removed rice from the resident's diet and not have the diet texture changed.

Sources: Interviews with a resident and their SDM and review of their health care record and therapeutic menus.