

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

Central East District  
33 King Street West, 4th Floor  
Oshawa, ON, L1H 1A1  
Telephone: (844) 231-5702

## Public Report

**Report Issue Date:** October 20, 2025

**Inspection Number:** 2025-1060-0002

**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:** Eagle Terrace, Newmarket

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 16, 17, 20, 2025

The following intake(s) were inspected:

-An intake related to the fall of a resident.

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

Infection Prevention and Control  
Falls Prevention and 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 (10) (b)**

Plan of care

s. 6 (10) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when,

(b) the resident's care needs change or care set out in the plan is no longer necessary;  
or

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The licensee has failed to ensure that a resident was reassessed and the plan of care was reviewed and revised at least every six months and at any other time when the resident's care needs change.

On a specified date, a resident experienced a fall resulting change in condition. A specified intervention was ordered by the physician but was discontinued after a specified period. Upon reviewing clinical records, it was noted that the specified intervention was listed as still active despite being discontinued. Staff indicated that they had ceased the intervention some time prior.

**Sources:** Observations, resident's clinical records, interview with staff.



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

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