

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

<b>Report Issue Date:</b> January 9, 2026
<b>Inspection Number:</b> 2026-1060-0001
<b>Inspection Type:</b> Critical Incident
<b>Licensee:</b> CVH (NO. 11) LP by its general partner, Southbridge Care Homes (a limited partnership, by its general partner, Southbridge Health Care GP Inc.)
<b>Long Term Care Home and City:</b> Eagle Terrace, Newmarket

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 6 - 9, 2026

The following intake(s) were inspected:

- Intake: Fall of a resident resulting in an injury

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

Skin and Wound Prevention and Management  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Falls prevention and management

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

**Non-compliance with: O. Reg. 246/22, s. 54 (1)**

Falls prevention and management

s. 54 (1) The falls prevention and management program must, at a minimum, provide for strategies to reduce or mitigate falls, including the monitoring of residents, the review of residents' drug regimes, the implementation of restorative care approaches and the use of equipment, supplies, devices and assistive aids. O. Reg. 246/22, s. 54 (1).

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In accordance with O. Reg 246/22, s. 11 (1) (b), the licensee is required to ensure that written policies developed for the Falls Prevention and Management Program were complied with.

The home's policy indicated that, for each resident who experiences a fall, the registered staff will identify the root cause and develop strategies to reduce the risk of future falls. This did not occur for the resident when the resident had multiple falls in the month of December.

**Sources:** Critical incident report, Clinical notes, Falls Prevention and Management Policy, and interview with staff.

## WRITTEN NOTIFICATION: Skin and wound care

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (iv)**

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

(iv) is reassessed at least weekly by an authorized person described in subsection (2.1), if clinically indicated;

A resident sustained an injury to the left hand as a result of a fall. A weekly skin and wound assessment was not initiated until more than one month later.

**Sources:** Clinical notes, home's skin and wound policy, and interviews with staff.



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

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