

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: March 3, 2026

Inspection Number: 2026-1083-0003

Inspection Type:
Proactive Compliance Inspection

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: Thorntonview, Oshawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 25 - 27, 2026 and March 2 - 3, 2026.

The following intake was inspected:

Intake for a Proactive Compliance Inspection.

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

Contenance Care
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Contenance care and bowel management

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

Non-compliance with: O. Reg. 246/22, s. 56 (2) (a)

Contenance care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(a) each resident who is incontinent receives an assessment that includes identification

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of causal factors, patterns, type of incontinence and potential to restore function with specific interventions, and that where the condition or circumstances of the resident require, an assessment is conducted using a clinically appropriate assessment instrument that is specifically designed for assessment of incontinence;

A continence assessment was not completed for a resident when there was a change in their condition that impacted their level of continence.

Sources: Interview with staff, resident's clinical records, LTCH Policy.



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

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