

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

Toronto District
5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Public Report

Report Issue Date: October 23, 2025

Inspection Number: 2025-1169-0005

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: Westside, Etobicoke

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 16, 20, 22, 23, 2025

The following Critical Incident (CI) intake(s) were inspected:

- Intake: #00159312 - related to injury of a resident of unknown cause

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

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) (c)

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,
(c) care set out in the plan has not been effective.

The licensee has failed to ensure that the resident was reassessed and the plan of care reviewed and revised when care set out in the plan was not effective.

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A resident was at risk for falls and presented with a specific health condition. On a specified date the resident sustained an injury. The resident experienced several fall incidents, however the interventions for fall prevention and managing their other health condition were not reviewed and revised following these incidents.

Sources: Home's policy Fall Prevention and Management Program, RFC-07-01, from Aug 2025, clinical records, home investigation record, interviews with home's staff.