

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

## Original Public Report

|  |                             |
|--|-----------------------------|
| Report Issue Date: May 21, 2024  |                             |
| Inspection Number: 2024-1819-0002  |                             |
| Inspection Type:<br>Complaint<br>Critical Incident   |                             |
| Licensee: CVH (No. 7) 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 Kemptville, Kemptville   |                             |
| Lead Inspector<br>Gabriella Kuilder (000726)   | Inspector Digital Signature |
| Additional Inspector(s)  |                             |

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 1, 2, 3, 6, 7, 2024

The following intake was completed in this complaint inspection:

- Intake: #00114275 was related to staff conduct, and falls prevention and management

The following intake was completed in this Critical Incident (CI) inspection:

- Intake: #00112059/CI#3060-000012-24 was related to an incident resulting in a significant change in a resident's status requiring a transfer to hospital.

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

The following Inspection Protocols were used during this inspection:

- Infection Prevention and Control
- Responsive Behaviours
- Residents' Rights and Choices
- Falls Prevention and Management

## INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.



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

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