

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: August 7, 2024

Inspection Number: 2024-1819-0004

Inspection Type:
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

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 23, 24, 25, 26, 2024 and August 6, 7, 2024

The following intake(s) were inspected:

- Intake: #00120539-CIS-3060-000044-24-Improper/Incompetent wound treatment.
- Intake: #00120895-CIS-3060-000045-24-Alleged staff to resident sexual abuse.
- Intake: #00121174-CIS-3060-000046-24-Alleged resident neglect.

The following Inspection Protocols were used during this inspection:

Skin and Wound Prevention and Management
Infection Prevention and Control
Prevention of Abuse and Neglect

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Policy to Promote Zero Tolerance of Abuse and Neglect

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

Non-compliance with: FLTCA, 2021, s. 25 (1)

Policy to promote zero tolerance

s. 25 (1) Without in any way restricting the generality of the duty provided for in section 24, every licensee shall ensure that there is in place a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with.

The licensee has failed to ensure that a Registered Practical Nurse (RPN) complied with the licensee's written policy to promote zero tolerance of abuse and neglect of residents.

Sources: The home's investigation file, Zero Tolerance of Resident Abuse and Neglect Policy, Critical Incident System (CIS) Report and interview with the Director of Care (DOC).

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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) (ii)

Skin and wound care

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- 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,
 - (ii) receives immediate treatment and interventions to reduce or relieve pain, promote healing, and prevent infection, as required,

The licensee has failed to ensure that a resident received immediate wound treatment for signs and symptoms of infection.

Sources: Resident's health care records, Skin and Wound Program: Wound Care Management Policy, Critical Incident System (CIS) Report and interview with a Registered Nurse (RN).

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