

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH



Deidre S. Gifford, MD, MPH
Acting Commissioner

Ned Lamont
Governor
Susan Bysiewicz
Lt. Governor

Healthcare Quality and Safety Branch

May 20, 2020

Wonder Barratt, Supervisor of Assisted Living Services
Spring Village At Danbury, ALSA
8 Glen Hill Road
Danbury, CT 06811

Dear Ms. Barratt:

An unannounced visit was made to Spring Village At Danbury on May 14, 2020 by a representative of the Facility Licensing and Investigations Section of the Department of Public Health for the purpose of conducting an investigation and a licensure inspection.

Attached is a violation of the Regulations of Connecticut State Agencies and/or General Statutes of Connecticut which was noted during the course of the visit. The state violations cannot be edited by the provider in any way.

In accordance with Connecticut General Statutes, section 19a-496, upon a finding of noncompliance with such statutes or regulations, the Department shall issue a written notice of noncompliance to the institution. Not later than ten days after such institution receives a notice of noncompliance, the institution shall submit a plan of correction to the Department in response to the items of noncompliance identified in such notice.

The plan of correction is to be submitted to the Department by May 30, 2020

The plan of correction shall include:

- (1) The measures that the institution intends to implement or systemic changes that the institution intends to make to prevent a recurrence of each identified issue of noncompliance;
- (2) the date each such corrective measure or change by the institution is effective;
- (3) the institution's plan to monitor its quality assessment and performance improvement functions to ensure that the corrective measure or systemic change is sustained; and
- (4) the title of the institution's staff member that is responsible for ensuring the institution's compliance with its plan of correction.

The plan of correction shall be deemed to be the institution's representation of compliance with the identified state statutes or regulations identified in the department's notice of noncompliance. Any institution that fails to submit a plan of correction may be subject to disciplinary action.



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Affirmative Action/Equal Opportunity Employer



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Spring Village At Danbury, ALSA
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You may wish to dispute the violation and you may be provided with the opportunity to be heard. If the violation is not responded to by May 30, 2020 or if a request for a meeting is not made by the stipulated date, the violations shall be deemed admitted.

Please return your response to the Supervising Nurse Consultant via email at loan.nguyen@ct.gov. Please direct your questions concerning the instructions contained in this letter to the Supervising Nurse Consultant at (860) 509-7400. Please do not send another copy via US mail.

We do not anticipate making any practitioner referrals at this time.

If there are any questions, please do not hesitate to contact this office at (860) 509-7400.

Respectfully,

Loan Nguyen, R.N., C., M.S.N.
Supervising Nurse Consultant
Facility Licensing and Investigations Section

LDN:lst

CT #27464

The following is a violation of the regulations of Connecticut State Agencies Section 19-13-D105 (e) General requirements for an assisted living services agency (1) and/or (l) Quality assurance program for an assisted living services agency and/or (m) Client's bill of rights and responsibilities (9)

1. Based on clinical record review, agency documentation and staff interview, the Assisted Living Services Agency (ALSA) failed to address the client's family concerns and/or complaint in a timely manner. The findings include:
 - a. Client #1 was admitted to the assisted living program on 2/25/2020 for a 30-day respite stay. The admitting diagnoses included hypertension, dementia, anxiety and depression. The client service program dated 2/25/2020 identified a high risk for falls, the need for total assistance with bathing and showering twice a week, daily assistance with grooming, toileting, and two-hour safety checks for the first 48 hours after admission.

The ALSA documentation dated 2/27/2020 identified a discussion between the ALSA and the client's family regarding the client's agitation.

On 2/28/2020, the client elected the hospice benefit. The family also privately hired a 24-hour help for Client #1.

On 3/17/2020, Client #1 expired.

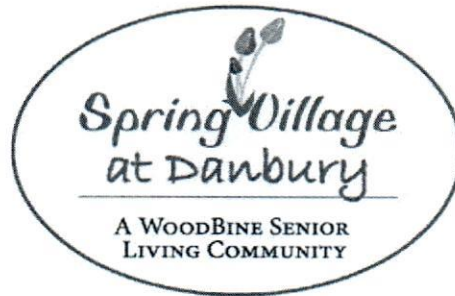
The client's family called the ALSA Executive Director on 3/27/2020, 4/09/2020, 4/16/2020 and 4/28/2020 to inquire about the refund for the 30-day pre-paid respite stay and the discount rate after the nursing services were provided by the hospice agency, and the daily care was assumed by the private help.

Interview with the Executive Director and the Supervisor of Assisted Living Services (SALSA) on 5/14/2020 failed to identify a partial reimbursement from the ALSA until 5/07/2020 at 7:19 AM and failed to identify conformance with the ALSA contract which directed the issuance of a reimbursement within 30 days;

Review of the complaint log with the Executive Director on 5/14/2020 failed to identify documentation of the complaint from the family;

Review of the ALSA documentation failed to indicate that the family's concerns were addressed within 2 business days as directed by the ALSA policy on complaints and concerns. Instead, the ALSA took forty days to resolve the matter.

accepted by
L. Nguyen
on 5/31/2020 LE



PLAN OF CORRECTION

Developed in response to the visit made to Spring Village at Danbury on May 14, 2020 with a finding of a violation of the regulations of Connecticut State Agencies Section 19-13-D105 (e). General requirements for an assisted living services agency and /or (m) Client's bill of rights and responsibilities (9).

Presented to the State of CT-Department of Public Health by: **Spring Village at Danbury Assisted Living, LLC**

Violation-Based on clinical record review, agency documentation and staff interview, the Assisted Living Services Agency (ALSA) failed to address the client's family concerns/or complaint in a timely manner.

Review of the complaint log with the Executive Director on 5/14/2020 failed to identify document of the complaint from the family.

Review of the ALSA documentation failed to indicate that the family's concerns were addressed within 2 business days as directed by the ALSA policy on complaints and concerns. Instead the ALSA took forty days to resolve the matter.

Corrective Action

Family concerns will be addressed within 48 hours of the initial complaint. All department heads will be in-serviced on the complaint log, what goes into it, how to extract as much information as possible from the resident or family member so that the issue can be resolved in a timely manner. Additionally, all complaints must be made known to the Executive Director.

Inservice to be completed by June 5, 2020. Executive Director is responsible for compliance.

Violation-Executive Director and the Supervisor of Assisted Living failed to identify a partial reimbursement from the ALSA and failed to identify conformance with the ALSA contract which directed the issuance of a reimbursement within 30 days.

Corrective Action

Once the resident/family member has removed the last personal item from the room, the Business Office Coordinator will be informed and the necessary paperwork will be completed within 48 hours of the move out, to ensure the issuance of the appropriate reimbursement amount within 30 days per the ALSA contract. The Executive Director will work with the Business Office Coordinator on each move out to ensure the appropriate reimbursement timeline. The Executive Director is responsible for ensuring the ALSA's compliance with this plan **Effective May 21, 2020.**