STATE OF CONNECTICUT
DEPARTMENT OF PUBLIC HEALTH

Renée D. Coleman-Mitchell, MPH
Commissioner-Designate

Ned Lamont
Governor
Susan Bysiewicz
Lt. Governor

Healthcare Quality and Safety Branch

July 13, 2020

Joseph Santavenere, Person-in-Charge
Highvue Manor
2730 State Street
Hamden, CT 06514

Dear Mr. Santavenere:

An unannounced visit was made to Highvue Manor on February 11, 2020 by a representative of the Facility Licensing and Investigations Section of the Department of Public Health for the purpose of conducting 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 July 27, 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.

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 July 27, 2020 or if a request for a meeting is not made by the stipulated date, the violation shall be deemed admitted.

Please return your response to the Supervising Nurse Consultant and please direct your questions concerning the instructions contained in this letter to the Supervising Nurse Consultant at (860) 509-7400.

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

Respectfully,

Karen Gworek RN

Karen Gworek, R.N.
Supervising Nurse Consultant
Facility Licensing and Investigations Section

KEG:lst

c. Mairead Painter, LTC Ombudsman Office

Approved 8/25/20 KEG

The following is a violation of the Regulations of Connecticut State Agencies Section 19-13-D6 (c) Administration (1) and/or (4)(A)(B)(C)(D).

1. Based on review of the employee personnel files, the facility failed to ensure performance evaluations and educational in-services on general safety to include fire safety, emergency procedures, resident rights and/or the policies and procedures were conducted annually. The findings include:
   a. Review of the employee personnel files failed to reflect documentation that yearly performance evaluations were completed in 2019. Upon further review, the employee files failed to reflect documentation educational in-services, to include but not limited to Food Safety, Nutrition, Personal Care and Resident Rights, were conducted in 2019. Interview with the Person-in-Charge identified that yearly performance evaluations and in-services were not completed in 2019.

Plan of correction:

Yearly Evaluations:
1 2019 Yearly evaluations completed
2 Mr. Santavenere will continue to monitor to be sure evaluations will be cone in a timely

manner.

In-service Education:
Going forward, in-service education has been done this yearly including..
1 Patient Rights
2 Fire Safety
3 Emergency procedures due to Covid-19
4 Proper use of PPE equipment
5 Ongoing will monitor to be sure all in-service education is done.