

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH



Renée D. Coleman-Mitchell, MPH
Commissioner

Ned Lamont
Governor
Susan Bysiewicz
Lt. Governor

Healthcare Quality And Safety Branch

August 23, 2019

John Sweeney, Person-in-Charge
Elim Park Baptist Home Inc
140 Cook Hill Road
Cheshire, CT 06410

Dear Mr Sweeney:

An unannounced visit was made to Elim Park Baptist Home Inc on June 5, 2019 by a representative of the Facility Licensing and Investigations Section of the Department of Public Health for the purpose of conducting an investigation.

Attached is the violation of the Regulations of Connecticut State Agencies and/or General Statutes of Connecticut which was noted during the course of the visit.

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 September 6, 2019

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 September 6, 2019 or if a request for a meeting is not made by the stipulated



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Affirmative Action/Equal Opportunity Employer



DATE(S) OF VISIT: June 5, 2019

THE FOLLOWING VIOLATION(S) OF THE REGULATIONS OF CONNECTICUT
STATE AGENCIES AND/OR CONNECTICUT GENERAL STATUTES
WERE IDENTIFIED

date, the violation shall be deemed admitted.

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

Respectfully,

Karen Gworek, RN

Karen Gworek, RN
Supervising Nurse Consultant
Facility Licensing and Investigations Section

KEG:mb

c. Mairead Painter, LTC Ombudsman

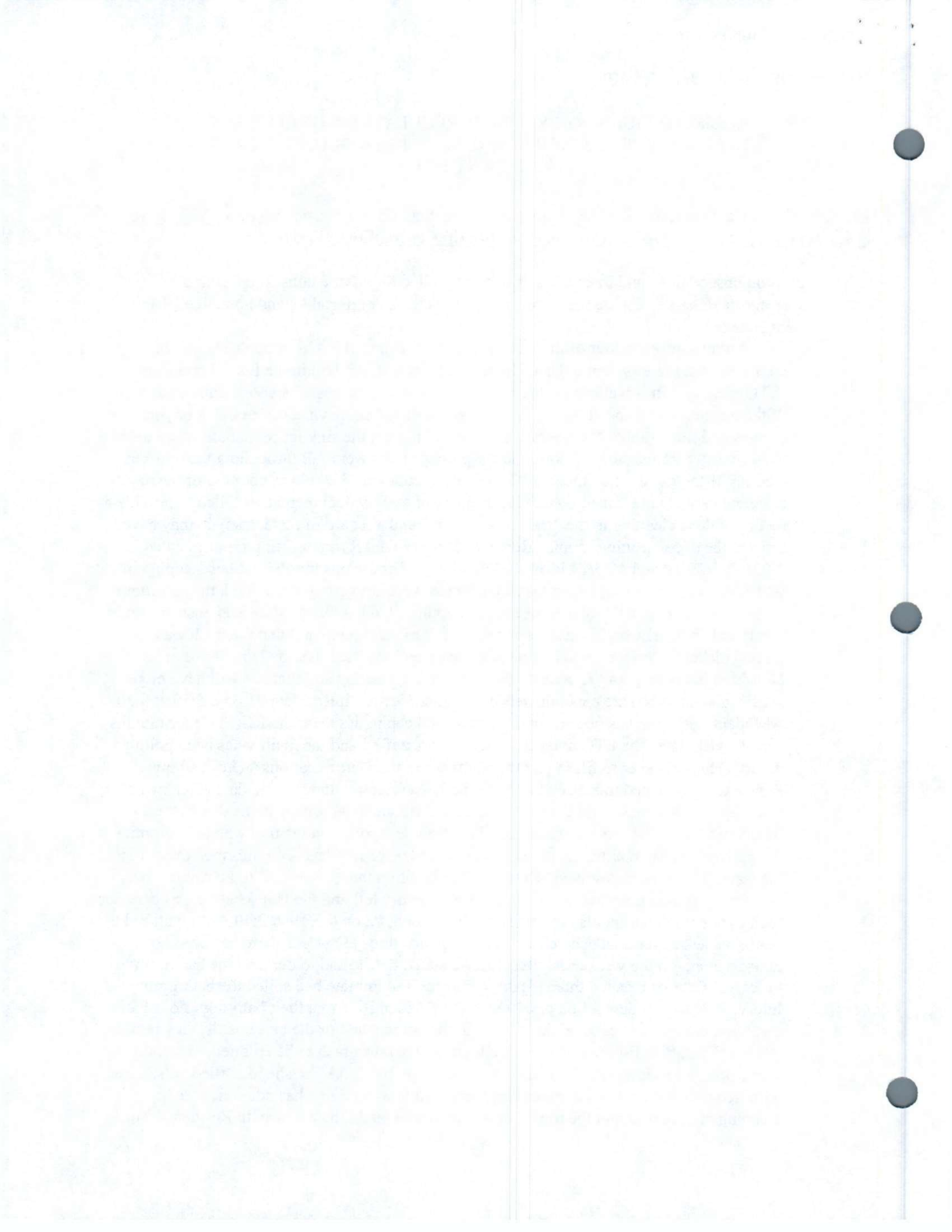
Complaint #24973

DATE(S) OF VISIT: June 5, 2019

THE FOLLOWING VIOLATION(S) OF THE REGULATIONS OF CONNECTICUT
STATE AGENCIES AND/OR CONNECTICUT GENERAL STATUTES
WERE IDENTIFIED

The following are a violation of the Regulations of Connecticut State Agencies Section 19-13-D6 (b) Physical plant (S) and/or (c) Administration (1) and/or (h) General Conditions (6).

1. Based on observations and interviews, the facility failed to provide housekeeping and maintenance repairs to ensure the environment was clean, comfortable, and homelike. The findings include:
 - a. Observations during a tour of the facility on 6/5/19 from 9:15 AM through 11:30 AM identified that the Residential Care Home (RCH) was a unit within the Long Term Care (LTC) facility. Observations on the RCH unit there was no posted sign indicating the room of the day that was to be cleaned. Areas in resident bathrooms had dirt in the door jams, the corners and the edges of the floors. In many bathrooms, the sink faucet handles were noted to have water stains, cloudy spots, and the garbage pails were full throughout the unit. In Room 201 the rug did not appear to have been vacuumed. There was no room of the day assigned to be deep cleaned on 6/5/19. Review of facility documentation failed to provide a record of deep cleaning in the "rooms of the day" and a record of residents who may have refused the deep cleaning rooms. Review of the resident forum meeting minutes dated 2/22/19, 3/29/19 and 4/26/19 identified there were discussions involving housekeeping in which the residents complained that their rooms were not getting vacuumed, the bathrooms were not being cleaned, not having enough supplies, having dusty blinds and dusty sprinkler heads and vents, shower heads and hoses are full of soap scum and that the trash was not getting picked up on weekends. The meeting notes identified that the Director of Housekeeping was going to educate the staff on the cleaning and that she will have more staff available to be sure cleaning gets done. Interview with Resident #1 on 6/5/19 at 9:30 AM identified there has been a continuous housekeeping issue on the RCH unit for months. Resident #1 stated the LTC units are always short staffed and the facility has been pulling the RCH housekeeper to fill in on other units when there are vacations and/or call outs. Resident #1 indicated this week there was no housekeeping done on Sunday, Monday or Tuesday and the aides will help or the residents will clean their bathrooms themselves. Resident #1 stated that a lot of the time there will be a porter on the unit who only empties the garbage cans and although the Director of Housekeeping has been informed many times, the issue has not been resolved. Resident #1 identified the issue seems to be worse since some time in December when the Director of Laundry left and the Housekeeping Supervisor took over both departments. Interview with Resident #2 on 6/5/19 at 9:40 AM identified the housekeepers never do a deep clean and for the last three (3) weeks there has been no housekeeping on the weekends. Resident #2 stated he/she had to demand the bathroom toilet and floor be cleaned three (3) days after their roommate had soiled the bathroom. Interview with Resident #3 on 6/5/19 at 9:45 AM identified that their bathroom floor looks dirty because the housekeeper doesn't clean the corners and/or the baseboards, they need to prompt the staff to fill the toilet paper a lot and/or ask for trash to be emptied, especially on weekends. Interview with Resident #4 on 6/5/19 at 10:15 AM he/she identified he/she was admitted to the RCH two (2) months ago and that housekeeping has not done a deep cleaning of the room and the room hardly gets vacuumed. Interview with Resident #5 on



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6/5/19 at 10:20 AM identified that there was a housekeeper that came around to empty the trash only. Interview with a staff attendant on 6/5/19 at 10:30 AM she identified the management of housekeeping used to be contracted out until last year and since then, it has not been very successful. The staff attendant stated there used to be a dedicated housekeeper on the RCH wing and now the schedules are not consistent and deep cleaning is not getting done routinely and the management has been informed. Interview with Director of Housekeeping on 6/5/19 at 2:00 PM identified that there are no housekeeping policies to refer to. The Director of Housekeeping stated that the rooms of the day are assigned daily on the staff schedule and it was difficult to clean routinely because the day chosen has to be on the residents' schedule and there is supposed to be disinfecting of bathrooms on a daily basis including weekends. The Director of Housekeeping revealed she has not held a staff meeting since she started in September of 2018. Interview with Housekeeper #5 on 6/5/19 at 2:30 PM identified the housekeepers set the schedule of when and what will be cleaned. Housekeeper #5 stated there is supposed to be a deep cleaned room of the day, however, there was not a "room of the day" done today because of being pulled to a different floor. Housekeeper #5 identified that the reassignment happens often and it is a major barrier to being able to clean the RCH wing and/or deep clean the room of the day.

September 3, 2019

Dear Ms. Gworek,

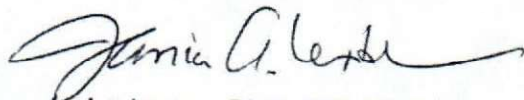
Below is the plan of correction for the violation of the Regulations of Connecticut State Agencies and/or General Statutes of Connecticut which was noted during June 5, 2019.

*Approved
9/3/19
KEG*

Section 19-13-D6 (b) Physical plant (S) and/or (c) Administration (1) and/or (h) General Conditions (6)

- 1.) A daily housekeeping roster was developed and is now posted in the housekeeping hallway. For the RCH housekeepers a daily assignment was created which shows what needs to be cleaned each day when working on the RCH unit.
- 2.) This corrective measure was put into place on June 6, 2019 with education provided to the housekeepers on that day.
- 3.) Housekeeping Supervisor or designee will conduct weekly random audits of residents' room on RCH to ensure that housekeeping is being provided x 3 months and then monthly thereafter.
- 4.) Administrator is responsible for ensuring compliance with the plan of correction.

Any questions, please contact me.



Janice Lexton, DNP, QCP, RN-BC

Chief Nursing Officer

Elim Park Baptist Home

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Cheshire, CT 06410

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