

2019

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An Assisted Living Retirement Community

Monitoring

Quantity: SALSA will review all Medication policy errors to ensure appropriate investigation and completion of incident report.

Frequency/Duration: All incidents will be reviewed indefinitely.

Responsible: SALSA

2. *The following are violations of the Regulations of Connecticut State Agencies Section 19-13-D105 (d) Governing Authority of an assisted living services agency (4)(A) and/or (B) and/or (F) and/or (g) Supervisor of assisted living services (2)(A) and/or (B) and/or (i) Assisted living aide services provided by an assisted living services agency (1) and/or (3) and/or (5) and/or (k) Client service record (2)(L).*

Corrective Action

A

i, ii, iii, iv, v, vi

- Effective 10/17/18, ALSA staff received in-service training on the requirement for timely, complete and accurate execution and documentation of care provided to each resident as well as the "legal document" status of resident care records.
- Effective 10/17/18, nursing oversight of ALSA aide performance was increased to include periodic spot checking of ALSA aide shift task sheets, which reflect each resident's plan of care and hourly safety/wellness checks. Effective 2/9/19, there will be periodic observation by nursing staff of ALSA aide delivery of plan of care services as detailed below.
- By 2/14/19 or prior to the ALSA aide's next shift, ALSA aide staff will receive in-service training instructing staff to report all instances of resident non-compliance to the plan of care to the ALSA nursing staff.
- By 2/14/19 or prior to the ALSA staff's next shift, ALSA staff will be re-educated on requirements for standby assistance, when required by the plan of care, and the need to have eyes on the residents during safety checks.


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An Assisted Living Retirement Community

Plan of Correction re: Letter Dated 1/22/19,
Findings of unannounced visits 10/24/18 & 11/30/18
ALSA License 0148

1. *The following are violations of the Regulations of Connecticut State Agencies Section 19-13-D105 (a) Definitions (16) and/or (e) Supervisor of assisted living services (2) (A) and/or (B) and/or (h) Nursing services provided by an assisted living services agency and/or (k) Client service record (2) (H).*

Corrective Action

A

i, ii, iii, v, vi: Effective 2/09/2018, all RN staff performing resident assessments will be re-educated on the standards for *Self Administration of Medication* pursuant to the Public Health Code. A new assessment tool is in development and will be implemented upon completion, no later than 2/09/19, to ensure each resident is appropriately assessed for the ability to self-administer medications. All RN staff performing resident assessments will be educated on use of the new assessment tool no later than 2/13/19, or if later, then prior to the RN's next shift. No later than 2/13/19, all affected residents will be fully re-assessed by trained ALSA RN for their ability to self-administer medications.

Monitoring

Quantity: 5 client assessments will be reviewed by the SALSA
Frequency: Monthly
Duration: The longer period of 3 months or until 95% accuracy is achieved
Responsible: SALSA

iv: Effective 2/6/19, all Self Administration of Medication policy and procedure errors will be addressed by an incident report (including interviews and statements) with a root cause analysis to prevent further occurrences. The ALSA nursing staff will receive in-service training, no later than 2/9/19, on implementing this process. Additionally, appropriate ALSA staff will have in-service training within 72 hours in response to any Medication policy errors.

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- By 2/14/19 or prior to the ALSA staff's next shift, ALSA staff will receive in-service training on the truthful and accurate reporting of clinical information to first responders.

Monitoring

Quantity: 7 ALSA aide task sheet spot checks and 2 ALSA aide service observations will be conducted by the ALSA nursing staff for shifts covering the hours of 7 am to 11 pm; ALSA nurse will conduct 3 random checks per month for the hours 11 pm to 7 am.

Frequency: Weekly

Duration: The longer period of 3 months or until 95% accuracy is achieved

Responsible: SALSA

- 3. The following is a violation of the Regulations of Connecticut State Agencies Section 19-13-D105 9(d) Governing Authority of an assisted living services agency (A) and/or (B) and/or (F)**

Corrective Action

Per a newly developed Operational Policy (Domestic Water Temperature Recording Policy), effective 10/17/2018, daily checks of the domestic water temperature are logged. The water temperature at the facility's domestic water mixing valve is recorded daily to assure that the temperature is below 120 degrees Fahrenheit. Effective 2/1/2019, water temperature readings at locations throughout the facility are also recorded daily.

Monitoring

Quantity: Water temperature will be logged at three locations

Frequency: Daily (ongoing)

Goal: Maintenance of domestic water hot water temperatures within policy standards

Responsible: Building Service Manager


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