



Independent & Assisted Living | Reflections Memory Care
1141 Post Road East | Westport, CT 06880
www.residencewestport.com

Accepted 7/25/24
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July 19, 2024

Elizabeth Heiney, B.S., R.N., B.C.

Facility and Licensing Investigations Section

State of Connecticut

Department of Public Health

Dear Ms. Heiney,

The following plan of correction is being submitted on behalf of The Residence at Westport in response to an unannounced visit by your department on June 20, 2024 for the purpose of conducting a licensure renewal inspection. Your department has found the following violation of the Regulations of Connecticut State Agencies Section 19-13-D105 (g) Supervisor of assisted living services (2)(A)(B) and/or (h) Nursing Services provided by an assisted living services agency (J) (vi) and/or (i) Assisted living aide services provided by an assisted living services agency (5)(B).

Based on the review of clinical records, agency documentation, interviews with personnel and review of policies, your findings show The Assisted Living Services Agency (ALSA) failed to follow the Missing Resident Response policy to ensure client safety.

Plan of correction

- (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.

In response to the April 18, 2024, elopement, the community provided mandatory in-service/training to all associates on proper elopement procedures. In addition to this, the individuals involved were provided corrective action and individual re-educations.

Subsequent elopement drills were conducted to examine the effectiveness of set procedures/policies on 4/25/2024 and 5/22/2024.

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(2) The date each such corrective measure of change by the institution is effective.
Re-education completed on 4/18/2024, 4/25/2024, 5/22/2024 and monthly for the next 6 months.

(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.
Elopement drills will be conducted monthly to ensure education was effective and proper procedures are followed in accordance with LCB policies.
Documentation will be completed and filed in the Reflections Director's office.

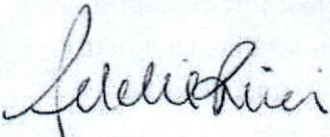
(4) The title of the institution's staff member that is responsible to ensuring the institution's compliance.

Nicole Ashby, RN, Resident Care Director

Addie Ricci, Executive Director

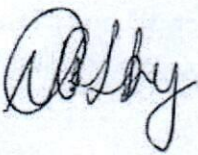
Deanna Dunning, Reflections Director

Sincerely,



Addie Ricci

Executive Director, The Residence at Westport



Nicole Ashby, RN

Resident Care Director, The Residence at Westport