

MAPLEWOOD

Senior Living

November 14, 2024

Email to Elizabeth.Heiney@ct.gov

Ms. Elizabeth T. Heiney
Supervising Nurse Consultant
Facility Licensing and Investigations Section
State of Connecticut
Department of Public Health
410 Capital Avenue
Hartford, Connecticut 06134-0308

Re: Maplewood at Stony Hill ALSA, LLC/Maplewood at Stony Hill, LLC

Dear Ms. Heiney:

This letter is in response to a letter received from you, dated November 6, 2024 (the "Violation Letter"), regarding Maplewood at Stony Hill, an assisted living community (the "Community") operated by Maplewood at Stony Hill, LLC (the "Operator"), located at 46 Stony Hill Road, Bethel, Connecticut. Maplewood at Stony Hill, ALSA, LLC (the "ALSA"), is the licensed provider of assisted living services at the Community.

The Violation Letter alleges that a violation of the Regulations of Connecticut State Agencies and/or the General Statutes of the State of Connecticut was noted during an unannounced visit by a representative of the State of Connecticut Department of Public Health Facility Licensing and Investigations Section on October 31, 2024.

The Community disputes the alleged violation, and hereby requests an opportunity to be heard. In the instant case, the Community maintains that the Community's Change of Condition Policy then in effect was in compliance with Change of Condition requirements then in effect, and can find no evidence that the Policy was violated as alleged. This letter does not constitute an admission that the law has been violated as alleged in the Violation Letter, that the facts as alleged in the Violation Letter are true, or of any other wrongdoing.

Rather, this letter is both a request for an opportunity to be heard and a comprehensive Plan of Correction ("POC") for the following alleged violation set forth in the Violation Letter:

1. Violations of the Regulations of Connecticut State Agencies Section 19-13-D105(g) Supervisor of assisted living services (2)(A)(B) and (h) Nursing Services provided by an assisted living service agency.
 - a. Measures to Prevent Re-Occurrence:

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1. Change of Condition: The Change of Condition Policy then in effect was updated in August 2024 to reflect changes required to maintain compliance with Change of Condition requirements. The updated Policy provides clear instructions regarding general practice and when a Change of Condition Assessment should occur based on RN judgment.
 2. The Regional Director of Resident Services will re-educate (i.e. in-service) the Supervisor of Assisted Living Services Agency (the "SALSA") and RN Designee ("RND") at the Community on assessing and individualizing a customized Care Plan (sometimes referred to as a Service Plan) with each Change of Condition. This plan will include initiating skilled disciplines as needed and documenting such interventions on the Care Plan and the assisted living aide ("ALA") Care Log.
 3. The SALSA and/or RN Designee will re-educate all nursing staff on identifying Changes in Condition, including physical and mental changes, such as new or worsening behaviors, changes or declines in physical function, and complaints of pain. and will have the all nursing staff confirm in writing that the Changes in Condition Policy was reviewed and understood by them. Such written confirmation shall be placed in each applicable employee's file.
 4. For at least three (3) months from the date of this letter, the ALSA will continue to have weekly acuity/tracking meetings to determine resident appropriateness for retention and the overall safety of ALSA residents and to facilitate the exchange of critical information needed to identify and safely manage residents' Changes of Condition. Those attending the meetings include the SALSA, Service Coordinator, Culinary Service Director, RN Designee, and Currents Program Director/LCSW.
- b. Date of Correction Action Plan (CAP):
1. In-service of Change of Condition policy and education to all nurses will be completed by November 26, 2024, except for ongoing monitoring.
- c. Plan to Monitor/Audit:
1. Within thirty (30) days from the date of this letter, the Community shall implement a Change of Condition tracking system described below to identify and address efficiently and effectively all changes of conditions identified:

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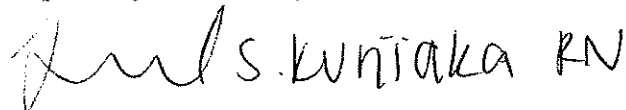
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- A printout of the 24-hour progress notes report will be generated by the night nurse and placed in the SALSA/RN designee box for further evaluation by the RNs.
 - The SALSA and/or RN Designee will review and initial the progress notes report daily and determine all appropriate interventions to address if and when a Change of Condition has occurred.
 - The SALSA and/or RN Designee will maintain a record of the reviewed progress notes report for thirty (30) days after being reviewed.
 - The Service Plan and the ALA Care Log will be updated by an RN with appropriate interventions related to Changes of Condition identified by the SALSA and/or RN Designee, and the changes will be communicated accordingly to the staff, family, and medical provider.
2. To ensure sustained compliance, at least once each calendar month for a period of two (2) months, the Regional Director of Resident Services will randomly audit six (6) residents' records, including, but not limited to, the Progress Notes entered in the last thirty (30) days, to ascertain whether any Changes of Condition that occurred during such period with respect to said residents were appropriately addressed. At the time of the audit the Regional Director of Resident Services will ensure that each Change of Condition has been identified and appropriate interventions are documented on the applicable resident's Service Plan. The monthly audit will be implemented by December 6, 2024.

The staff member responsible for ensuring the Community's compliance with this Plan of Correction will be the Supervisor of Assisted Living Services Agency of the Community.

Should you have any questions, please contact me at stonyrsd@maplewoodsl.com or (203) 207-4100.

Respectfully submitted by,

 S. Kurjiaka RN

Shelby Kurjiaka, RN
Supervisor of Assisted Living Services Agency
Maplewood at Stony Hill ALSA, LLC

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SK:an

cc: Lauren Stowell (by email)
Eileen Duggan (by email)
Cristina Deguzman (by email)
Constantine Popescu (by email)
Arthur E. Miller (by email)