

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH



Deidre S. Gifford, MD, MPH
Acting Commissioner

Ned Lamont
Governor
Susan Bysiewicz
Lt. Governor

Healthcare Quality And Safety Branch

October 27, 2020

Mary Roberts, Supervisor of Assisted Living Services Agency
The Cottage at Litchfield Hills
376 Goshen Road
Torrington, CT 06790

mroberts@cottagelitchfield.com

Dear Ms. Roberts:

An unannounced visit were made to The Cottage at Litchfield Hills on October 18, 2020 by a representative of the Facility Licensing and Investigations Section of the Department of Public Health for the purpose of conducting an infection control monitoring visit for the prevention of Covid-19.

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. The state violation 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 November 5, 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 to Loan.Nguyen@ct.gov may be subject to disciplinary action. Please do not send another copy via US mail.



Phone: (860) 509-7400 • Fax: (860) 509-7543
Telecommunications Relay Service 7-1-1
410 Capitol Avenue, P.O. Box 340308
Hartford, Connecticut 06134-0308
www.ct.gov/dph

Affirmative Action/Equal Opportunity Employer



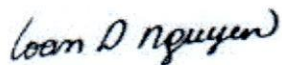
DATE(S) OF VISIT: October 18, 2020

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

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 November 5, 2020 or if a request for a meeting is not made by the stipulated date, the violation shall be deemed admitted.

If there are any questions, please do not hesitate to contact this office at Loan.Nguyen@ct.gov.

Respectfully,

Handwritten signature of Loan D. Nguyen in cursive script.

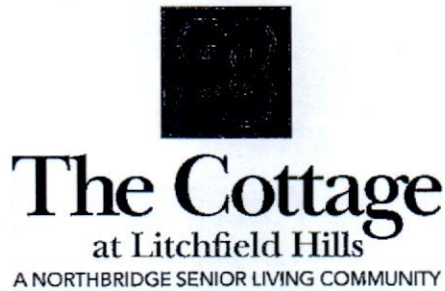
Supervising Nurse Consultant
Facility Licensing and Investigations Section

DATE(S) OF VISIT: October 18, 2020

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

The following is a violation of the Regulations of Connecticut State Agencies Section 19-13-D105 (e) General requirements for an assisted living services agency (1) and/or (h) Nursing services provided by an assisted living services agency (3) (D) and/or (k) Client service record (2) (K).

1. Based on review of the facility documentation and staff interview, the Assisted Living Services Agency (ALSA) failed to orient the private help to the client plan of care and the ALSA's emergency policies and procedures, to include gubernatorial Executive Orders and federal guidelines from the Centers for Disease Control (CDC) to prevent the spread of Covid-19 and protect the residents and staff. The findings include:
 - a. Executive Order 7BB from the Governor of Connecticut mandated the use of facial covering when in a public place and unable to maintain a safe social distance of approximately six feet.
The Center for Disease Control (CDC) guidelines at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/assisted-living.html> and at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html#adhere> directed the healthcare worker (HCW) to wear a face mask at all times when inside the healthcare facility, including in breakrooms or other spaces where they might encounter co-workers.
Client #1 was admitted to the Memory Care unit on 7/23/2019 with diagnoses that included Alzheimer's dementia and a history of falls.
Client # 1 received assistance from ALSA Aide # 1 with activities of daily living. Client # 1 also employed a private help twenty-four hours a day.
On 10/18/2020 at 10:20 AM, during an infection control monitoring visit for COVID-19 precautions, the surveyor saw Private Help #1 open the door of Client #1's room while holding a KN95 mask over the mouth and nose instead of wearing the mask with the loops of the mask over the ears. When asked, Private Help #1 answered that Private Help # 1 wore the mask while providing care to Client #1 but removed the mask in the room when not providing care to Client # 1.
Interview with the SALSA on 10/18/2020 at 11 AM and review of the ALSA policy for mask use indicated that masks should be worn at all times inside the facility, failed to identify orientation by the ALSA to the private help of the client's plan of care, orientation to the ALSA emergency policies related to Covid-19, and the documentation of such orientation.



*PA accepted
12/9/2020
KD*

November 4, 2020

Loan D. Nguyen

Supervising Nurse Consultant

Facility Licensing and Investigations Section

410 Capitol Avenue, P.O. Box 340308

Hartford, Connecticut 06134-0308

Loan.Nguyen@ct.gov

Dear Ms. Nguyen,

Please note that the filing of this plan of correction does not constitute admission to any alleged violation set forth in the statement of deficiencies. This plan is filed as evidence of the facilities continued desire to comply with state regulations.

Private Help #1 was oriented to ALSA policy for mask use.

Private Aides have been educated regarding ALSA policy for mask use. Corrective measure is effective November 4, 2020.

Random audits of Private Help mask use will be conducted weekly x 4 week and monthly x3 and/or until substantial compliance is achieved.

The Resident Care Director is responsible for monitoring this plan. Audits will be brought for review to the QA committee.

Respectfully Submitted,

Mary Roberts

Supervisor of Assisted Living Services Agency

The Cottage at Litchfield Hills

Private Duty Aide PPE Education