

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

December 23, 2020

Jean A. Laurenceau, Supervisor of Assisted Living Services Agency
Maplewood At Southport
917 Mill Hill Terrace
Southport, CT 06890

southportrsd@maplewoodsl.com

Dear Ms. Laurenceau:

An unannounced visit was conducted at Maplewood At Southport on December 11, 2020 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 a violation of the Regulations of Connecticut State Agencies and/or General Statutes of Connecticut which was noted during the course of the investigation. 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 January 3, 2021.

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 Melissa.San.Souci@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
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Affirmative Action/Equal Opportunity Employer



DATE OF VISIT: December 11, 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 January 3, 2021 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 Melissa.San.Souci@ct.gov.

Respectfully,

A handwritten signature in black ink, appearing to read "Loan D. Nguyen".

Loan Nguyen MSN, RN, C.
Supervising Nurse Consultant
Facility Licensing and Investigations Section

CT #28912

DATE OF VISIT: December 11, 2020

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

*pro accepted
1/21/2021
K.S.*

The following is a violation of the Regulations of Connecticut State Agencies Section 19-13-D105 (h)
Nursing Services provided by an assisted living service agency (1).

1. Based on review of facility documentation and interview with facility personnel, for one of one client (Client # 1) who depended on a pendant alert to communicate the need for assistance, the Assisted Living Services Agency (ALSA) staff failed to provide timely response to the client's calls for assistance, in accordance with the ALSA policy. The findings include:

Client #1 was admitted to the ALSA program on 9/18/2019 with diagnoses that included heart disease, atrial fibrillation, kidney disease stage three and macular degeneration.

The service plan dated 11/18/2020 identified the need for assistance with bathing, bathroom and mobility due to visual impairment.

- a. Interview with the Supervisor of Assisted Living Services Agency (SALSA) on 12/11/2020 at 2:26 PM and review of the pendant response log dated 12/2/2020 through 12/8/2020 (a period of seven days) indicated that Client #1 waited in excess of 30 minutes after activating the call pendant on 12/3/2020, twice on 12/4/2020, 12/6/2020 and 12/7/2020 (a total of five times), and failed to identify staff response to the client's calls for help in a timely manner in accordance with the ALSA policy on pendant calls.

The ALSA policy on pendant calls directed the SALSA to highlight call responses that exceeded 12 minutes, and to interview the aides assigned to those clients' care, in order to address the delay in call responses and prevent recurrence.

According to the ALSA policy, the ALSA Regional Team and the Vice-President (VP) of Resident Service would also receive an alert through their telephones when call responses exceed 12 minutes.

- b. Interview with the Supervisor of Assisted Living Services Agency (SALSA) on 12/11/2020 at 2:26 PM failed to identify investigation by the SALSA into the causes for the delay in call responses in accordance with the ALSA policy, and failed to identify actions from the ALSA Regional Team and/or the VP of Resident Service after awareness of the multiple delays in responding to the call for assistance from the clients;

DATE OF VISIT: December 11, 2020

THE FOLLOWING VIOLATION(S) OF THE REGULATIONS OF CONNECTICUT
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WERE IDENTIFIED

- c. Further review of the pendant response log documentation with the Supervisor of Assisted Living Services Agency (SALSA) on 12/11/2020 at 2:26 PM identified a delay in the response to calls for help from additional clients in the facility, totaling 105 calls not answered in thirty minutes, from 12/2/2020 through 12/8/2020 (a period of seven days).



December 30, 2020

*pol accepted
1/21/2021
URS*

By Email to Loan.Nguyen@ct.gov

Ms. Loan Nguyen, R.N., M.S.N., B.C.
Supervising Nurse Consultant
Facility Licensing and Investigations Section
State of Connecticut
Department of Public Health
410 Capitol Avenue
P.O. Box 340308
Hartford, CT 06134

Re: Maplewood at Southport ALSA, LLC/Maplewood at Southport, LLC

Dear Ms. Nguyen:

This letter is in response to your letter dated December 23, 2020 regarding Maplewood at Southport ALSA, LLC (the "ALSA"), the licensed provider of assisted living services at Maplewood at Southport, an assisted living community (the "Community") operated by Maplewood at Southport, LLC (the "Operator"), located in Southport, Connecticut. This letter does not constitute an admission that the law has been violated as alleged in the letter, that the facts as alleged in the letter are true, or of any other wrongdoing. Rather, this letter is set forth as a comprehensive Plan of Correction for the following alleged violations of the Regulations of Connecticut State Agencies and/or the General Statutes of the State of Connecticut which were noted during an unannounced visit by a representative of the State of Connecticut Department of Public Health Facility Licensing and Investigations Section on December 11, 2020.

1. Violation of the Regulations of Connecticut State Agencies Section 19-13-D105 (h) Nursing Services provided by an assisted living service agency (1).

A. Measures to Prevent Reoccurrence:

1. On or before January 15, 2021, the Regional Director of Resident Services (the "Regional Director") will educate (i.e. in-service) the Supervisor of Assisted Living Services Agency (the "SALSA"), the RN Designee (the "RND"), and the Executive Director (the "ED") at the Community regarding timely response times to all resident pendant calls and adherence to Maplewood Senior Living's ("MSL") Emergency Response System Policy (the "ERS Policy").



*POC accepted
1/20/2021
WDS*

2. On or before January 31, 2021, the SALSA will educate (i.e. in-service) all ALSA aides and ALSA nurses regarding timely response times to all resident pendant calls and adherence to Maplewood Senior Living's Emergency Response System Policy.

B. Date of Corrective Action Plan ("CAP"):

All corrective action as indicated above will be completed by January 31, 2021, except for on-going monitoring.

C. Plan to Monitor/Audit:

1. The SALSA and/or RND will print the Emergency Response System report daily, and SALSA and/or RND will review the report with the Executive Director during stand-up meetings. Any response times of 12 minutes or more will be highlighted and investigated by the SALSA and/or RND with the team members responsible for any late pendant responses during that shift.
2. The SALSA will create an Emergency Response System Binder, in which daily reports for pendant calls for all residents, including follow up investigations for any delays in responses, will be kept for review by the Regional Director of Nursing Services.
3. For the following six (6) months, the SALSA and/or RN Designee will review at least once per month with the Regional Director of Resident Services the Emergency Response System Binder and any follow up investigations
4. The expectation is to reach compliance with response pendant times of not more than twelve (12) minutes at least 97% of the time for the final month of the six (6) month period.
5. The monitoring of daily Emergency Response System reports will be added to the quarterly quality assurance ("QA") review, and the process and results will be audited every quarter for one (1) year following the completion of the POC.

D. Staff Member Responsible for Monitoring the Plan of Correction:



*received
1/8/2021
KS*

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 (203) 418-7963.

Respectfully submitted by,

Jean Laurenceau, RN
Supervisor of Assisted Living Services Agency
Maplewood at Southport

CP:aa

cc: Thamara Barbosa-Tirri (by email)
 Amy Silva-Magalhaes (by email)
 Brian Geyser (by email)
 Constantin Popescu (by email)
 Shane Herlet (by email)
 David Cahill (by email)
 Arthur E. Miller (by email)

