

Division of Licensing and Protection  
103 South Main Street  
Waterbury, VT 05671-2306  
<http://www.dail.vermont.gov>  
Voice/TTY (802) 871-3317  
To Report Adult Abuse: (800) 564-1612  
Fax (802) 871-3318

September 11, 2015

Ms. Karen Crowe, Manager  
Frances Atkinson Residence For The Retired  
4717 Main Street  
Newbury, VT 05051

Dear Ms. Crowe:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **January 20, 2015**. Please post this document in a prominent place in your facility.

We may follow-up to verify that substantial compliance has been achieved and maintained. If we find that your facility has failed to achieve or maintain substantial compliance, remedies may be imposed.

Sincerely,



Pamela M. Cota, RN  
Licensing Chief



Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  0004	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  C 01/20/2015
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NAME OF PROVIDER OR SUPPLIER  FRANCES ATKINSON RESIDENCE FOR THE R	STREET ADDRESS, CITY, STATE, ZIP CODE 4717 MAIN STREET NEWBURY, VT 05051
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CRDSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
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R100 Initial Comments:  
  
An unannounced onsite re-licensing survey along with the investigation of an entity self-report was completed by the Division of Licensing and Protection on 1/20/15. Regulatory findings related to the survey and the entity report were as follows.

R100

Please see attached Plans of Correction.

R104 V. RESIDENT CARE AND HOME SERVICES  
SS=D

R104

5.1 Admission

5.2.a Prior to or at the time of admission, each resident, and the resident's legal representative if any, shall be provided with a written admission agreement which describes the daily, weekly, or monthly rate to be charged, a description of the services that are covered in the rate, and all other applicable financial issues, including an explanation of the home's policy regarding discharge or transfer when a resident's financial status changes from privately paying to paying with SSI or ACCS benefits. This admission agreement shall specify at least how the following services will be provided, and what additional charges there will be, if any: all personal care services; nursing services; medication management; laundry; transportation; toiletries; and any additional services provided under ACCS or a Medicaid Waiver program. If applicable, the agreement must specify the amount and purpose of any deposit. This agreement must also specify the resident's transfer and discharge rights, including provisions for refunds, and must include a description of the home's personal needs allowance policy.

(1) In addition to general resident agreement requirements, agreements for all ACCS

Division of Licensing and Protection LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE 09/08/15
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R104 + R213 POC's accepted PmetARW 7/10/15

Division of Licensing and Protection

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R104	<p>Continued From page 1</p> <p>participants shall include: the ACCS services, the specific room and board rate, the amount of personal needs allowance and the provider's agreement to accept room and board and Medicaid as sole payment.</p> <p>This REQUIREMENT is not met as evidenced by: Based on record review and staff interview, the home failed to ensure that a written Admission Agreement was provided and on file for one of three residents in the sample (Resident #1) or the resident's legal representative. Findings include:</p> <p>1. During record review on 1/20/15, the Manager of the home failed to provide evidence that either Resident #1 or his/her legal representative had been provided a written Admission Agreement at or near the time of admission on 5/20/11. The Manager confirmed this during an interview on 1/20/15 at 1:00 PM.</p>	R104		
R213 SS=D	<p>VI. RESIDENTS' RIGHTS</p> <p>6.1 Every resident shall be treated with consideration, respect and full recognition of the resident's dignity, individuality, and privacy. A home may not ask a resident to waive the resident's rights.</p> <p>This REQUIREMENT is not met as evidenced by: Based on record review and staff interview, the home failed to ensure that each of 4 residents in the sample (Resident #4) was treated with consideration and respect at all times. Findings include:</p>	R213		

Division of Licensing and Protection

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R213	Continued From page 2  1. Per review of records provided by the home on 1/20/15, Resident #4 requested assistance to toilet at approximately 6:30 AM on 2/26/14. A written witness statement, written incident summary by the Manager, and interview of the Manager (1/20/15 at 10:00 AM and 2:00 PM), each indicated that a named staff person used profane language while complaining in loud voice about the need to assist Resident #4 to the toilet when s/he was trying to leave for an appointment, and that Resident #4 stated "I'm sorry". Resident #4 was at the time in declining condition and being provided hospice care. The Manager further confirmed that this staff person had been previously dismissed regarding his/her manner with residents. When s/he was rehired 8/12/13, the manager cautioned him/her regarding treatment of residents. The staff person was terminated as a result of this incident.	R213		



*A great place to call home!*  
Since 1963

**Frances Atkinson Residence  
for the Retired**

4717 Main Street  
Newbury, Vermont 05051  
(802) 866-5582 phone  
(802) 866-5585 fax  
director.atkinson@gmail.com  
www.atkinsonresidence.org.

DATE: September 2, 2015

RE: DIVISION OF LICENSING AND PROTECTION  
UNANNOUNCED INSPECTION, JANUARY 20, 2015

PLAN OF CORRECTION

R104 An Admission Agreement was sent to legal representative of Resident #1 on January 21, 2015, and returned signed by the legal representative and filed in the resident's records on January 28, 2015. This omission occurred three years earlier under a previous administration and was not discovered prior to this inspection, for which the current administration accepts responsibility.

Current administration has consistently followed policies and regulations regarding Admission Agreements, and will continue to do so. Review of all current residents' files confirms that all contain signed Admission Agreements.

R213 Any employee suspected of or alleged to have violated a resident's right to be treated with consideration, respect and full recognition of the resident's dignity, individuality and privacy shall be required to review the Residents' Bill of Rights with the Director of the home before being allowed back on duty.

The Director may require the employee to provide a verbal report at the end of each subsequent shift worked (or prior to working the scheduled shift) to discuss employee's performance or concerns with respect to residents' rights, for a period to be determined by the Director.

The Director may also require the employee to receive training in conflict resolution or anger management skills as a condition of continued employment.

These revisions to our supervision and discipline policies will be in place and all employees informed by September 20, 2015.

  
Karen Crowe  
Director