

Division of Licensing and Protection  
103 South Main Street, Ladd Hall  
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

May 22, 2013

Ms. Deborah Hodge, Administrator  
Valley View Home for the Retired  
Rt 5, 69 Oaklane, Apt 1, PO Box 93  
Fairlee, VT 05045

Provider #: 0195

Dear Ms. Hodge:

Enclosed is a copy of your acceptable plans of correction for the re-licensing survey and the complaint investigation conducted on **April 2, 2013**. 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

PC:ne

Enclosure



Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  0195	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  C 04/02/2013
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NAME OF PROVIDER OR SUPPLIER  VALLEY VIEW HOME FOR THE RETIRED	STREET ADDRESS, CITY, STATE, ZIP CODE RT 5, 69 OAKLANE, APT 1, PO BOX 93 FAIRLEE, VT 05045
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R100	Initial Comments:  An unannounced onsite re-licensing survey and complaint investigation were conducted by the Division of Licensing and Protection on 4/2/13. Based on information gathered, the following regulatory violations were cited.	R100		
R104 SS=E	V. RESIDENT CARE AND HOME SERVICES  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 participants shall include: the	R104	<p>Please note that Resident (1) is not an ACCS but private pay.</p> <p>The POC for R104 will be evidenced by adding to the admission agreement for all private pay that if we are not able to meet their needs due to their condition dropping below what we provide a thirty day notice will be given to increase the rate for personal care. A notice will be sent out to the private pay family of this change. It will be monitored by the owner and nurse.</p>	May 3

Division of Licensing and Protection

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

STATE FORM

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DSKV11

(X6) DATE

04-23-

If continuation sheet 1

R104 POC accepted 5/17/13 pmostern

PML

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R104	<p>Continued From page 1</p> <p>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 interview and record review, the home failed to assure the admission agreement included what additional charges there will be, if any, for personal care services for 1 applicable resident (Resident #1). Findings include:</p> <p>Per interview with staff and the owner on 4/2/13 at 10:30 AM and 11:30 AM, Resident #1 was charged additional fees for care during the overnight hours, intermittently since September 2012. Per review of the home's admission agreement, there are no statements made about any additional charges for personal care services. Per interview with the owner, it was their understanding that due to the regulation that states small homes do not have to have awake overnight staff, they did not have to provide this service. However, staff of the home were told by the Nurse that Resident #1 required supervision and care during the overnight hours, so the home would have been required to provide the care for no additional cost due to the requirement that the home provide sufficient staff to meet the assessed needs of each resident.</p> <p>At the time of survey, the resident is not being charged extra fees for overnight care, and is not requiring overnight care at this time.</p> <p>See also R178</p>	R104		

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<p>R178</p> <p>R178 SS=E</p>	<p>Continued From page 2</p> <p>V. RESIDENT CARE AND HOME SERVICES</p> <p>5.11 Staff Services...</p> <p>5.11.a There shall be sufficient number of qualified personnel available at all times to provide necessary care, to maintain a safe and healthy environment, and to assure prompt, appropriate action in cases of injury, illness, fire or other emergencies. This REQUIREMENT is not met as evidenced by: Based on interview and record review, the home failed to assure there is a sufficient number of staff available at all times to provide necessary care for 1 Resident (Resident #1). Findings include:</p> <p>Per interview with staff and the owner on 4/2/13 at 10:30 AM and 11:30 AM, Resident #1 was charged additional fees for care during the overnight hours, intermittently since September 2012. Per review of the home's admission agreement, there are no statements made about any additional charges for personal care services. Per interview with the owner, it was their understanding that due to the regulation that states small homes do not have to have awake overnight staff, they did not have to provide this service. However, staff of the home were told by the Nurse that Resident #1 required supervision and care during the overnight hours, so the home would have been required to provide the care for no additional cost due to this requirement.</p> <p>At the time of survey, the resident is not being charged extra fees for overnight care, and is not requiring overnight care at this time.</p>	<p>R178</p> <p>R178</p>	<p>The POC for R178 will be evidenced if a resident requires more hands on care than we are able to provide a thirty day notice will be given. This will be monitored by the owner and nurse.</p> <p>R178 POC accepted 5/17/13 pmc/epn</p>	<p>4-28-13</p>
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R178	Continued From page 3 See also R104.	R178		
R213 SS=F	<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 observation and interview, the home failed to assure the privacy of all residents due to the use of an audio monitoring device. Findings include:</p> <p>Per observation during the initial tour of the facility, there are 2 baby monitors in use in the home. One is in the kitchen area, adjacent to the dining room, and another is in a resident's room. The Resident is able to turn the monitor on and off if s/he wants to have a private conversation, however, when it is on, the owner stated during interview on 4/2/13 at 11:30 AM, that you can hear the whole house from that resident's monitor.</p> <p>Per observation, there is no sign alerting visitors and residents that there is audio monitoring of the building that can be overheard by staff and the owner. There is no written evidence that residents are informed of the audio monitoring on admission.</p>	R213	<p>The POC for R213 will be evidenced by a sign will be posted on hallway door in main entrance that monitors are in use for the safety of our residents. Monitor will be shut off down stairs between 8AM and 3pm. This will be monitored by owner and nurse.</p> <p>R213 POC accepted 5/17/13 PmcotRN</p>	4-24
R247 SS=D	VII. NUTRITION AND FOOD SERVICES	R247		

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R247	<p>Continued From page 4</p> <p>7.2 Food Safety and Sanitation</p> <p>7.2.b All perishable food and drink shall be labeled, dated and held at proper temperatures: (1) At or below 40 degrees Fahrenheit. (2) At or above 140 degrees Fahrenheit when served or heated prior to service.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation and interview, the home failed to assure that all perishable foods were held at proper temperatures in one of two refrigeration units. Findings included:</p> <p>1. During the initial tour of the home on 4/2/13 at 10:40 AM, the refrigerator used to store milk and eggs for the residents was found to lack a thermometer or evidence of being monitored for assurance of temperatures at or below 40 degrees Fahrenheit. The owner/manager confirmed at that time that temperatures for this unit were not being monitored.</p>	R247	<p>The POC for R247 will be evidenced by when the owner does her monthly checks she will include checking that thermometers are in place and functioning. This will be logged monthly. This will be monitored by owner and nurse.</p> <p><i>accept R-247 4/25/13 Jane Hammer RD</i></p>	4/24/13
R266 SS=E	<p>IX. PHYSICAL PLANT</p> <p>9.1 Environment</p> <p>9.1.a The home must provide and maintain a safe, functional, sanitary, homelike and comfortable environment.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation and interview, the home failed to assure a safe environment for residents with impaired cognition by storing hazardous chemical products in unlocked cabinets in two of two bathrooms which are accessible to residents.</p>	R266	<p>The POC for R266 will be evidenced by a new safety cable will be replaced on the cabinet in handicapped bathroom. All cleaning supplies will be removed from upstairs and placed in the downstairs stairwell. This will be monitor by the owner.</p> <p><i>accept R-266 4/25/13 Jane Hammer RD</i></p>	4/24/13

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R266	<p>Continued From page 5</p> <p>Findings included:</p> <p>1. During the initial tour of the home on 4/2/13 at 9:45 AM, the door for the undersink cabinet in the first floor handicapped bathroom was found to be easily opened. The undersink cabinet contained 1 gallon of grout and tile cleaner and a 32 oz. container of Comet bathroom cleaner. Additionally, an upper cabinet which was also fully accessible contained an 8 oz. bottle of nail polish remover and a jar of 100 % acetone nail polish remover. Each of these products bears a cautionary label regarding the chemical content.</p> <p>2. During the initial tour of the home on 4/2/13 at 10:30 AM, the undersink cabinet door opened easily in the half bath on the first floor. This cabinet contained a 32 oz. bottle of Zep grout cleaner, bearing a warning label regarding strong acid, harmful if swallowed or in contact with skin.</p> <p>During an interview on 4/2/13 at 10:40 AM, the owner/manager confirmed that the bathrooms are used by ambulatory residents who have impaired cognition and the products should be securely stored to prevent accidental access.</p>	R266		

Pam this is what we came up with. See if we need to make any changes. This is going to be added to the contract. Thank you & Kathy + Debby

Valley View Home for the Retired will send out a 30 day notice of a rate increase for the following reasons:

If a resident starts to wander from the facility on a frequent basis and we need to place a tracking device, which will incur a monthly charge for the use of it.

If a resident's condition deteriorates to the point where the number of personal care hours exceeds more than 3 hrs/day. This will include behavioral issues, more hands on care for personal needs, and wandering outside during the night.