



AGENCY OF HUMAN SERVICES
DEPARTMENT OF DISABILITIES, AGING AND INDEPENDENT LIVING

Division of Licensing and Protection

HC 2 South, 280 State Drive

Waterbury, VT 05671-2060

<http://www.dail.vermont.gov>

Survey and Certification Voice/TTY (802) 241-0480

Survey and Certification Fax (802) 241-0343

Survey and Certification Reporting Line: (888) 700-5330

To Report Adult Abuse: (800) 564-1612

November 5, 2024

Jamie Goodwin, Manager
North End Ranch
2 Westview Court
Rutland, VT 05701

Dear Ms. Goodwin:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **October 9, 2024**. 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.

If you have any questions, please feel free to contact me at (802) 585-0995.

Sincerely,

A handwritten signature in black ink, appearing to read "Carolyn Scott".

Carolyn Scott, LMHC, MS
State Long Term Care Manager
Division of Licensing & Protection

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0667	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 10/09/2024
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NAME OF PROVIDER OR SUPPLIER NORTH END RANCH	STREET ADDRESS, CITY, STATE, ZIP CODE 2 WESTVIEW COURT RUTLAND, VT 05701
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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 CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
R100	Initial Comments: An unannounced onsite complaint investigation was conducted by the Division of Licensing and Protection on 10/9/24. Regulatory deficiencies were identified. Findings include:	R100		
R104 SS=D	<p>V. RESIDENT CARE AND HOME SERVICES</p> <p>5.1 Admission</p> <p>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.</p> <p>(1) In addition to general resident agreement requirements, agreements for all ACCS participants shall include: the ACCS services, the specific room and board rate,</p>	R104		

Division of Licensing and Protection LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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STATE FORM *Jamie Hootin* ⁶⁸⁹⁹ *North End Ranch* ^{5GJ911} *manager* If continuation sheet 1 of 6 *11/4/24*

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0667	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 10/09/2024
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R104	<p>Continued From page 1</p> <p>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 RCH failed to ensure the admission agreement utilized for all admissions included necessary information within the admission agreement.</p> <p>Per record review of the admission agreement utilized for all admissions, the agreement did not include, the daily, weekly, monthly rate to be charged to residents of the home, an explanation of the home's policy for discharge or transfer when a resident's financial status changes from privately paying with SSI or ACCS benefits. The admission agreement fails to identify the nursing services that will be provided by the RCH.</p> <p>Per interview on 10/9/24 at 12: 45 PM the Manager, confirmed the agreement does not identify a rate to be charged to residents, how nursing services and does not identify the home's policy of discharge or transfer when a financial status changes from SSI to ACCS. The admission agreement provided for review is the current agreement utilized for all current facility residents.</p>	R104		
R141 SS=F	<p>V. RESIDENT CARE AND HOME SERVICES</p> <p>5.9 Level of Care and Nursing Services</p> <p>5.9.a Residents who require more than nursing overview or medication management shall not be</p>	R141		

Division of Licensing and Protection
STATE FORM

Janice Brown

North End Ranch Manager

6899 5GJ911

If continuation sheet 2 of 6

11/21/24

Division of Licensing and Protection

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R141	<p>Continued From page 2</p> <p>retained in a residential care home unless the provisions of the following subsections (1)-(5) are all met:</p> <p>(1) The nursing services required are either:</p> <ul style="list-style-type: none"> i. Provided fewer than three times per week; or ii. Provided for up to seven days a week for no more than 60 days and the resident's condition is improving during that time and the nursing service provided is limited in nature; or iii. Provided by a Medicare-certified Hospice program; and <p>(2) The home has a registered nurse on staff, or a written agreement with a registered nurse or home health agency, to provide the necessary nursing services and to delegate related appropriate nursing care to qualified staff; and</p> <p>(3) The home is able to meet the resident's needs without detracting from services to other residents; and</p> <p>(4) The home has a written policy, explained to prospective residents before or at the time of admission, which explains what nursing care the home provides or arranges for, how it is paid for and under what circumstances the resident will be required to move to another level of care; and</p> <p>(5) Residents receiving such care are fully informed of their options and agree to such care in the residential care home.</p> <p>This REQUIREMENT is not met as evidenced by: Based on record review and staff interview, the RCH failed to ensure a written policy is developed to explain to resident's what nursing care the homes provides or arranges for, how it is paid for</p>	R141		

Janie Spivey North End Ranch Manager

11/4/24

Division of Licensing and Protection

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R141	<p>Continued From page 3</p> <p>and what circumstances the resident will be required to move to another level of care.</p> <p>Per record review, Resident #1 returned from a hospitalization on 3/12/24, a prior to discharging from the hospital a progress note written indicated the resident would be unable to return to the RCH due to have a Foley catheter in place. The Resident #1 returned to the RCH on 3/12/24, a progress note written upon return indicated the resident required 2 assist with ambulation.</p> <p>Per interview on 10/9/24 at 11:00 AM, the Manager confirmed due to the RN oversight within the home, the home does not provide physical assistance with transfers and ambulation. The Manager explained, the home will provide assistance with care such as showering, however the residents are not provided extensive assistance from the staff. Additionally, the Manager acknowledged the progress note indicating the facility was unable to care for a Foley catheter, and confirmed that is not within their level of nursing services the RCH provides. The Manager indicated, the resident returned as the foley catheter was a temporary need of approximately 2 weeks and third party skilled nursing provider would be responsible for the monitoring of the catheter. The manager confirmed a policy is not available to identify the nursing care provided within the home, or circumstances to require a resident to move to another level of care.</p>	R141		
R145 SS=E	<p>V. RESIDENT CARE AND HOME SERVICES</p> <p>5.9.c (2)</p>	R145		

Janie Brown

NORTH END RANCH manager

11/4/24

Division of Licensing and Protection

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R145	Continued From page 4 Oversee development of a written plan of care for each resident that is based on abilities and needs as identified in the resident assessment. A plan of care must describe the care and services necessary to assist the resident to maintain independence and well-being; This REQUIREMENT is not met as evidenced by: Based on record review and staff interview, the RN failed to ensure the plan of care for Resident #1 was updated to identify the necessary car and services to aide in well being. Per record review Resident #1 was admitted to the home on 2/29/24. On 3/4/24 the resident was admitted to the hospital for symptoms of UTI. Upon return to the facility, on 3/12/24, the Resident #1 required continued care with a Foley catheter that was in place for approximately a 2 weeks period. On 3/13/24, staff were provided education by a third party health provider of how to care for the catheter. However the plan of care updated on 3/12/24, did not identify the care needs to direct staff in monitoring and providing the care assistance of a Foley catheter. Per interview on 10/9/24 at 12:30 PM, the Manager confirmed the plan of care was last updated on and was not updated to identify Resident #1 care needs for a Foley catheter.	R145		
R185 SS=D	V. RESIDENT CARE AND HOME SERVICES 5.8 Records/Reports	R185		

Division of Licensing and Protection

STATE FORM

6899

5GJ911

If continuation sheet 5 of 6

Jamie Hobbs North End Ranch manager

11/11/24

Division of Licensing and Protection

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R185	<p>Continued From page 5</p> <p>5.12.a The licensee shall be responsible for maintaining, filing and submitting all records required by the licensing agency. Such records shall be kept current and available for review at any time by authorized representatives of the licensing agency.</p> <p>This REQUIREMENT is not met as evidenced by: Based on staff interview the RCH failed to maintain records requested for review for 1 out of 2 residents. Findings include:</p> <p>Per interview on 10/9/24 at 10:45 AM, the Manager confirmed the home maintains a physical client chart within the home and an electronic health record. Upon request to review the client physical chart, the Manager confirmed the chart was sent to "Records" and unavailable to review. The manager confirmed Resident #1 admission agreement is within the physical chart and not available to review through the electronic health record.</p>	R185		

Jamie Brown North End Ranch manager

11/4/24

(x4) ID Prefix Tag	Summary statement of deficiencies (Each Deficiency must be preceded by full regulatory or LSC identifying information)	ID Prefix Tag	Providers Plan of Correction (Each corrective action should be cross-referenced to the appropriate deficiency)	(x5) complete date
R104 SS=D	<p>V. RESIDENT CARE AND HOME SERVICES</p> <p>5.1 Admission</p> <p>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</p>	R104	<p>Admission agreement will be updated to include: rates, policy on discharge/transfer, services provided, financial provisions, home's personal needs allowance, and ACCS participation agreement.</p> <p>Admission agreements will be updated for all residents, included in paper chart, scanned into financial section in Client's EMR record, and sent to Finance Department.</p> <p style="text-align: center; color: blue;">R104 Accepted Jenielle Shea, RN 11/4/24</p>	<p>12/6/24</p> <p>12/6/24</p>

North End Ranch manager

Jenielle Shea

11/4/24

	<p>description of the home's personal needs allowance policy.</p> <p>(1) In addition to general resident agreement requirements, agreements for all ACCS 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:</p> <p>Based on record review and staff interview the RCH failed to ensure the admission agreement utilized for all admissions included necessary information within the admission agreement. Per record review of the admission agreement utilized for all admissions, the agreement did not include, the daily, weekly, monthly rate to be charged to residents of the home, an explanation of the home's policy for discharge or transfer when a resident's financial status changes from privately paying with SSI or ACCS benefits. The admission agreement fails to identify the nursing services that will be provided by the RCH. Per interview on 10/9/24 at 12: 45 PM the Manager, confirmed the agreement does not identify a rate to be charged to residents, how nursing services and does not identify the home's policy of discharge or transfer when a financial status changes from SSI to ACCS. The admission agreement provided for</p>			
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Janice Hoern

North End Ranch Manager

11/4/24

	review is the current agreement utilized for all current facility residents.			
R141 SS=F	<p>V. RESIDENT CARE AND HOME SERVICES</p> <p>5.9 Level of Care and Nursing Services</p> <p>5.9.a Residents who require more than nursing overview or medication management shall not be retained in a residential care home unless the provisions of the following subsections (I)-(5) are all met:</p> <p>(1) The nursing services required are either: i. Provided fewer than three times per week; or ii. Provided for up to seven days a week for no more than 60 days and the resident's condition is improving during that time and the nursing service provided is limited in nature; or iii. Provided by a Medicare-certified Hospice program; and</p> <p>(2) The home has a registered nurse on staff, or a written agreement with a registered nurse or home health agency, to provide the necessary nursing services and to delegate related appropriate nursing care to qualified staff; and</p> <p>(3) The home is able to meet the resident's needs without detracting from services to other residents; and</p> <p>(4) The home has a written policy, explained to prospective residents before or at the time of admission, which explains what nursing care the</p>	R141	<p>Medical Director, CCBHC Medical Director/Nursing Supervisor, and Residential Nurse will write a formal policy to direct facility admissions and re-admissions from hospitals and skilled living sites to include what nursing care can be provided on-site, what care requires contracted arrangements, and what medical circumstances require individuals to move to another level of care.</p> <p style="text-align: right; color: blue;">R141 Accepted Jenielle Shea, RN 11/4/24</p>	12/6/24

Jenielle Shea

North End Ranch manager

11/4/24

<p>home provides or arranges for, how it is paid for and under what circumstances the resident will be required to move to another level of care; and</p> <p>(5) Residents receiving such care are fully informed of their options and agree to such care in the residential care home.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on record review and staff interview, the RCH failed to ensure a written policy is developed to explain to resident's what nursing care the homes provides or arranges for, how it is paid for and what circumstances the resident will be required to move to another level of care.</p> <p>Per record review, Resident #1 returned from a hospitalization on 3/12/24, a prior to discharging from the hospital a progress note written indicated the resident would be unable to return to the RCH due to have a Foley catheter in place. The Resident #1 returned to the RCH on 3/12/24, a progress note written upon return indicated the resident required 2 assist with ambulation. Per interview on 10/9/24 at 11:00 AM, the Manager confirmed due to the RN oversight within the home, the home does not provide physical assistance with transfers and ambulation. The Manager explained, the home will provide assistance with care such as showering, however the residents are not provided extensive</p>			
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Jamie Joeri

North End Ranch manager

11/4/24

	<p>assistance from the staff. Additionally, the Manager acknowledged the progress note indicating the facility was unable to care for a Foley catheter, and confirmed that is not within their level of nursing services the RCH provides. The Manager indicated, the resident returned as the Foley catheter was a temporary need of approximately 2 weeks and third-party skilled nursing provider would be responsible for the monitoring of the catheter. The manager confirmed a policy is not available to identify the nursing care provided within the home, or circumstances to require a resident to move to another level of care.</p>			
<p>R145 SS=E</p>	<p>V. RESIDENT CARE AND HOME SERVICES</p> <p>5.9.c (2)</p> <p>Oversee development of a written plan of care for each resident that is based on abilities and needs as identified in the resident assessment. A plan of care must describe the care and services necessary to assist the resident to maintain independence and well-being;</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on record review and staff interview, the RN failed to ensure the plan of care for Resident #1 was updated to identify the necessary car and services to aide in wellbeing.</p>	<p>R145</p>	<p>Supervision of Residential Nurse has been moved to CCBHC Medical Director/Nursing Supervisor [REDACTED] APRN, who will provide Residential Nurse with weekly clinical supervision. Weekly supervision will include review of current residents, care plans, status changes, medication orders, medical needs, and nursing duties.</p> <p>All current resident documentation; assessments, care plans will be reviewed and updated as necessary.</p> <p>R145 Accepted Jenielle Shea, RN 11/4/24</p>	<p>11/1/24</p> <p>12/6/24</p>

Jamie Doolin

North End Ranch manager

11/4/24

	<p>Per record review Resident #1 was admitted to the home on 2/29/24. On 3/4/24 the resident was admitted to the hospital for symptoms of UTI. Upon return to the facility, on 3/12/24, the Resident #1 required continued care with a Foley catheter that was in place for approximately a 2 weeks period. On 3/13/24, staff were provided education by a third-party health provider of how to care for the catheter. However, the plan of care updated on 3/12/24, did not identify the care needs to direct staff in monitoring and providing the care assistance of a Foley catheter. Per interview on 10/9/24 at 12:30 PM, the Manager confirmed the plan of care was last updated on and was not updated to identify Resident #1 care needs for a Foley catheter</p>			
<p>R185 SS=D</p>	<p>V. RESIDENT CARE AND HOME SERVICES</p> <p>5.8 Records/Reports</p> <p>5.12.a The licensee shall be responsible for maintaining, filing and submitting all records required by the licensing agency. Such records shall be kept current and available for review at any time by authorized representatives of the licensing agency.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on staff interview the RCH failed to maintain records requested</p>	<p>R185</p>	<p>North End Ranch will purchase on site Scanner, Supervisor and Nurse will be trained in Scanning necessary documents to go into the EMR. Records will not leave physical location.</p> <p>R185 Accepted Jenielle Shea, RN 11/4/24</p>	<p>12/6/24</p>

Janie Germain

NORTH END RANCH manager

11/4/24

	<p>for review for 1 out of 2 residents. Findings include:</p> <p>Per interview on 10/9/24 at 10:45 AM, the Manager confirmed the home maintains a physical client chart within the home and an electronic health record. Upon request to review the client physical chart, the Manager confirmed the chart was sent to "Records" and unavailable to review. The manager confirmed Resident #1 admission agreement is within the physical chart and not available to review through the electronic health record.</p>			
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Julie Goodin *North End Ranch manager*

11/4/24