

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 14, 2016

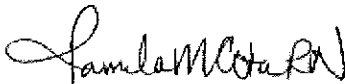
Rachael Parker, Manager
Sterling House At Richmond
61 Farr Road
Richmond, VT 05477-9301

Dear Ms. Parker:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on September 12, 2016. 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: 0591	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 09/12/2016
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NAME OF PROVIDER OR SUPPLIER

STERLING HOUSE AT RICHMOND

STREET ADDRESS, CITY, STATE, ZIP CODE

61 FARR ROAD
RICHMOND, VT 05477

(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:	R100		
R113 SS=D	<p>V. RESIDENT CARE AND HOME SERVICES</p> <p>5.3 Discharge and Transfer Requirements</p> <p>5.3.a Involuntary Discharge or Transfer of Residents</p> <p>(1) An involuntary discharge of a resident is the removal of the resident from a residential care home when the resident or the resident's legal representative has not requested or consented in advance to the removal. A transfer is the removal of the resident from the room the resident currently occupies to another room in the home or to another facility with an anticipated return to the home. An involuntary discharge or transfer may occur only when:</p> <ul style="list-style-type: none"> i. The resident's care needs exceed those which the home is licensed or approved through a variance to provide; or ii. The home is unable to meet the resident's assessed needs; or iii. The resident presents a threat to the resident's self or the welfare of other residents or staff; or iv. The discharge or transfer is ordered by a court; or v. The resident has failed to pay monthly charges for room, board and care in accordance with the admission agreement. <p>This REQUIREMENT is not met as evidenced</p>	R113	<p>R113</p> <ol style="list-style-type: none"> 1. Resident #1 will return to Sterling House on 11/8/2016. 2. Regulations have been reviewed about reasons for an involuntary discharge. Prior to providing a discharge letter, the manager will review the regulation and compare to the chart documentation to ensure there is adequate documentation that supports an involuntary discharge. 3. This process will be monitored by the manager. Discharges and the need for a discharge letter will be reviewed by the manager. 4. 11/8/2016 	

Division of Licensing and Protection

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

TITLE

(X6) DATE

STATE FORM

688F

GUMT11

If continuation sheet 1 of 5

R113 - R114 POC accepted 11/14/16 PMdntrshw/pmc

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0591	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED C 09/12/2016
NAME OF PROVIDER OR SUPPLIER STERLING HOUSE AT RICHMOND		STREET ADDRESS, CITY, STATE, ZIP CODE 61 FARR ROAD RICHMOND, VT 05477			
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R113	Continued From page 1 by: Based on interview and record review, the Residential Care Home (RCH) provided 1 applicable resident a involuntary discharge utilizing inaccurate information to justify the reason for discharge. (Resident #1) findings include: Resident #1 was admitted to Sterling House on 11/2/11. Effective 5/31/12 a variance was approved by the Division of Licensing and Protection to retain Resident #1 although the resident's level of care met nursing home criteria due to incontinence issues. Over the next 5 years Sterling House remained the resident's home until 4/23/16 when Resident #1 sustained a fall resulting in a fractured hip. The resident required surgical intervention and after hospitalization was transferred to a long term care facility for acute rehabilitation for hip replacement. Upon completion of the rehabilitation, the expectation was for Resident #1 to return to his/her room at Sterling House. However, although the manager was aware Resident #1 wanted to return to Sterling House, during communication with the long term care facility, the manager informed Social Services Resident #1 can not return to the RCH due to the resident's extensive care needs related to issues of incontinence. The involuntary discharge notice identified Resident #1's care needs exceeded what the RCH could provide, however Resident #1's care needs to include monitoring weights, Blood glucose monitoring, as needed nebulizer treatments had been unchanged within the last 3 years with the exception of requiring additional assistance and encouragement with incontinence care along with a toileting schedule. The involuntary discharge also stated Resident #1	R113			

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R113	Continued From page 2 presented a threat to the resident's own self along with the welfare of other residents and staff of the RCH. Utilizing the resident's incontinence and not consistently complying with a toileting program failed to justify the alleged risk imposed on staff and other residents residing in the RCH.	R113		
R114 SS=D	V. RESIDENT CARE AND HOME SERVICES 5.3 Discharge and Transfer Requirements 5.3.a Involuntary Discharge or Transfer of Residents (2) In the case of an involuntary discharge or transfer, the manager shall: i. Notify the resident, and if known, a family member and/or legal representative of the resident, of the discharge or transfer and the specific reasons for the move in writing and in a language and manner the resident understands at least 72 hours before a transfer within the home and thirty (30) days before discharge from the home. If the resident does not have a family member or legal representative and requests assistance, the notice shall be sent to the Long Term Care Ombudsman, Vermont Protection and Advocacy or Vermont Senior Citizens Law Project. ii. Use the form prescribed by the licensing agency for giving written notice of discharge or transfer and include a statement in large print that the resident has the right to appeal the home's decision to transfer or discharge with the appropriate information regarding how to do so.	R114	R114 1. Discharge letter was provided to Resident #1 on 7/7/2016. Resident #1 will return to Sterling House on 11/8/2016. 2. Involuntary discharge notices will be provided to residents that the facility feels they no longer can meet their level of care. Residents will be allowed to remain/return per regulations during that process. 3. This process will be monitored by the manager. Discharges and the need for a discharge letter will be reviewed by the manager prior to decisions made about discharge. 4. 10/8/2016 11/8/16 Rep	

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R114 Continued From page 3

iii. Include a statement in the written notice that the resident may remain in the room or home during the appeal.

iv. Place a copy of the notice in the resident's clinical record.

This REQUIREMENT is not met as evidenced by:

Based on staff interview and record review, the RCH Manager failed to provide 1 applicable resident with a required written 30 day notice prior to initiating a involuntary discharge and failed to permit the resident to return to the RCH during the 30 day involuntary discharge appeal. (Resident #1) Findings include:

Resident #1 was admitted to Sterling House on 11/2/11. Effective 5/31/12 a variance was approved by the Division of Licensing and Protection to retain Resident #1 although the resident's level of care met nursing home criteria due to incontinence issues. Over the next 5 years Sterling House remained the resident's home until 4/23/16 when Resident #1 sustained a fall resulting in a fractured hip. The resident required surgical intervention and after hospitalization was transferred to a long term care facility for acute rehabilitation for hip replacement. Upon completion of the rehabilitation, the expectation was for Resident #1 to return to his/her room at Sterling House. However, although the manager was aware Resident #1 wanted to return to Sterling House, during communication with the long term care facility, the manager informed Social Services Resident #1 can not return to the RCH due to the resident's extensive care needs related to issues of incontinence.

R114

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R114	Continued From page 4 A involuntary discharge notice dated 7/7/16 was sent to Resident #1. The notice includes information that a resident has the right to remain in the RCH until a final decision is made regarding an appeal of the involuntary discharge. However, Sterling House failed to allow Resident #1 to return during the appeal process and with the decision not to readmit Resident #1, the Manager removed all of the resident's belongings from his/her room and on 7/15/16 rented the room to another individual. Per interview on 9/12/16 at 2:05 PM, the Manager confirmed there was a failure to provide Resident #1 with the 30 day advance notice of involuntary discharge and acknowledged the Resident's room has been rented. The Manager stated s/he was under the impression Resident #1 was already discharged since the resident was in a long term care facility and no longer living at the RCH. Per review of the RCH's policies and procedure Discharge and Transfer Requirements state: In the case of an involuntary discharge the manager shall: "Provide the resident written notice...30 days before discharge involuntary discharge from Sterling House." It also states: "4. Allow the resident to remain at Sterling House in his/her room during an appeal.	R114		