

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

July 31, 2024

Jason Cairns, Manager The Residence At Otter Creek 350 Lodge Road Middlebury, VT 05753-4498

Dear Mr. Cairns:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **June 25, 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,

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

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STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA AND PLAN OF CORRECTION IDENTIFICATION NUMBER: 0596		(X2) MULTIPLE CONSTRUCTION A. BUILDING:			(X3) DATE SURVEY COMPLETED		
		0500	B, WING			00/05/0004	
				06	06/25/2024		
NAME OF PH	OVIDER OR SUPPLIER		DDRESS, CITY, STA	TE, ZIP CODE			
THE RESI	DENCE AT OTTER CREE	-K	BURY, VT 05753				
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		ID PROVIDER'S PLAN OF CORREC PREFIX (EACH CORRECTIVE ACTION SHO TAG CROSS-REFERENCED TO THE APP DEFICIENCY)		ACTION SHOULD BE TO THE APPROPRIATE	IOULD BE COMPLETE	
R100	Initial Comments:		R100				
		an unannounced on-site he following regulatory					
R291 SS=F	IX. PHYSICAL PLAN	Т	R291				
	9.6 Plumbing						
	9.6.d Hot water temperatures shall not exceed 120 degrees Fahrenheit in resident areas.						
	by: Based on observation was a failure to ensur	is not met as evidenced n and staff interview there water temperatures are degrees Fahrenheit in cessible to residents.					
	(RCH) commencing a 6/25/24 water temper	tesidential Care Home at approximately 9:35 AM on atures were observed to be ahrenheit in Resident					
	Apartment # 101 121 Apartment # 103 126 Apartment # 108 127 Apartment # 201 140 Apartment # 219 130	5.7 degrees 7.9 degrees 9.2 degrees					
	Director during a tour of 6/25/24. Following adjustment	confirmed by the Executive of the RCH on the morning s made to the boiler by the staff, at approximately 2:25 ont areas previously	A C				
	nsing and Protection DIRECTOR'S OR PROVIDER/S	SUPPLIER REPRESENTATIVE'S SIGNATUR	RE alser	gun TITLE EX	entire Director	(X6) DATE 7 (2)	

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		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A, BUILDING) DATE SURVEY COMPLETED
		0596	B. WING		06/25/2024
NAME OF PI	ROVIDER OR SUPPLIER	STREET A	ADDRESS, CITY, STATE, ZIP CODE		00/23/2024
THE RESI	DENCE AT OTTER CRE	EK	GE ROAD BURY, VT 05753	3	
(X4) ID PREFIX TAG	(EACH DEFICIEN	TATEMENT OF DEFICIENCIES CY MUST BE PRECEDED BY FULL & LSC IDENTIFYING INFORMATION)	ID PROVIDER'S PLAN OF CORRECTION PREFIX (EACH CORRECTIVE ACTION SHOULD BE TAG CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETE DATE
R291	Continued From page 1 observed with water temps above 120 degrees Fahrenheit were rechecked and observed to be sustained below 120 degrees Fahrenheit. In conclusion this deficient practice is a potential risk for more than minimal harm for all facility		R291	Boiler tanks holding temperature adjus down during survey to 130 degrees Fahrenheit. After 1 hour temperatures impacted resident apartments were und 120 degrees Fahrenheit as noted in the summary of deficiencies.	06/25/24 in der
	residents due to the risk for burns asso water temperatures above 120 degrees Fahrenheit and increased risk for burns injuries resulting for vulnerable adults.	above 120 degrees eased risk for burns with		Weekly audit of boiler tank temperature gauge added to weekly apartment audit random apartment water output temperatures; Added in to our maintena TELS system to track the temperature of tank in addition to auditing the temperat the water output in apartments; R291 Plan of Correction	of 10 ince if the ure of
				accepted by Jo A Evans RN on 7/31/24	ч

LB9Q11

If continuation sheet 2 of 2