



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

June 8, 2022

Ms. Linda Simoneaux, Manager
Woodstock Tcr
1087 W Woodstock Road
Woodstock, VT 05091

Dear Ms. Simoneaux:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on **April 5, 2022**. 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,

A handwritten signature in cursive script that reads "Pamela M. Cota RN".

Pamela M. Cota, RN
Licensing Chief

Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0114	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/05/2022
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NAME OF PROVIDER OR SUPPLIER WOODSTOCK TCR	STREET ADDRESS, CITY, STATE, ZIP CODE 1087 W WOODSTOCK ROAD WOODSTOCK, VT 05091
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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
T 001	Initial Comments	T 001		
T 023 SS=G	<p>V. 5.5.a Resident Care and Services</p> <p>5.5 General Care</p> <p>5.5.a Upon a resident's admission to a therapeutic community residence, necessary services shall be provided or arranged to meet the resident's personal, psychosocial, nursing and medical care needs. The home's manager shall provide every resident with the personal care and supervision appropriate to his or her individual needs.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation, interview and record review the Therapeutic Community Residence (TCR) failed to provide the necessary services to include supervision and monitoring checks to ensure the psychosocial and safety needs of the resident were met for Resident #1, who was experiencing a mental health crisis. Findings include:</p> <p>Per review of Non Bill Chart Note created by Adult Services Assistant Director dated 3/14/2022 at 5:46 PM states: " I received a number of calls over the weekend and today about (Resident #1) struggling to perform [his/her] usual actions of self administering insulin, testing blood sugar...."</p>	T 023	<p>If a resident's care needs change after admission to the program, resident will be assessed for level of care by the program manager, with or by consultation with a Medical provider and/or Mental Health Services provider. If that resident is assessed to need a different level of care, all attempts will be made to arrange discharge or transfer to the recommended level of care as quickly as possible.</p> <p>If care needs exceed the supports the program can provide, the resident will be sent to ED for evaluation or re-evaluation, (if previously assessed).</p>	5-18-22

Division of Licensing and Protection
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Linda Simoneaux MA RN HCRS Adult
Services Assistant Director 5-27-2022

6899

H2RL11

If continuation sheet 1 of 4



T023 POC accepted 6/2/22 Fmcintosh RN/PMC

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T 023	<p>Continued From page 1</p> <p>[s/he] was talking to [himself/herself], slamming the door upstairs hall...not eating...is behaving in an unpredictable manner....altered perception, difficulty concentrating...[S/he] was observed to be talking to [herself/himself], laughing and crying.....[S/he] is at risk of poor judgement..." A HCRS (Health Care & Rehabilitation a Mental Health & Substance Abuse Services) Community Support Note dated 3/14/22, Resident #1's Case Manager stated s/he had heard from Woodstock TCR staff the resident "...has been experiencing a mental health crisis since Friday (3/11/22)... [s/he] was very psychotic and said [s/he] was depressed.....[s/he] did not think anything was wrong with [him/her] and did not want to accept any help". After multiple requests from staff, Resident #1 finally consented to be screened/evaluated by HCRS Crisis Intervention Specialist at an Emergency Department for possible psychiatric hospitalization. Resident #1, with a diagnosis of Schizoaffective Disorder and Bipolar Disorder, was screened in the ED between 3:45 PM & 4:00 PM via telemedicine to determine if Resident #1 required involuntary psychiatric hospitalization. The screener noted "...staff report [Resident #1] has been talking to [himself/herself] and [s/he] has been dysregulated and other residents are afraid of [her/him]".</p> <p>Although Woodstock TCR staff requested to hold Resident #1 in the ED until a bed was available at a more secure facility, this request was not granted and Resident #1 was discharged on the evening of 3/14/2022 back to the Woodstock TCR. A safety plan included returning Resident #1 to the ED if s/he was unable to remain safe. Transferring Resident #1 to a more secure HCRS facility would have provided additional monitoring; safety supports; awake staff; and alarmed doors. Woodstock TCR staff confirmed there were no</p>	T 023	<p>If a residents need for supervision exceeds the usual supports of the program and they do not meet criteria for a higher level of care or are otherwise unable to access a higher level of care immediately, Program supports will be temporarily enhanced, such as additional safety checks and /or supplemental staffing to provide support, if assessed to be needed by the staff in charge, in consultation with providers, supervisor and the manager or administrator on call (if after business hours). These enhanced supports will be temporarily in place to support resident until transfer or discharge can be arranged.</p> <p>To increase staffing - HCRS is enhancing Woodstock House staffing resources by recruiting and training staff from other HCRS departments to supplement fulltim</p>	

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T 023	Continued From page 2 additional staffing supports available to provide higher level of observation at the Woodstock TCR due to agency wide staffing shortages. Upon return to the TCR, a Chart Note dated 3/14/2022 at 10:53 PM to 11:09 PM Woodstock TCR Team Leader states Resident #1 "...appears disoriented and is struggling to complete routine tasks that [s/he] used to do everyday." The Team Leader stated Resident stayed up for a while after receiving his/her medications, ate dinner and eventually went to his/her room. The Manager eventually retired for the night. Overnight staff at the facility are permitted to sleep during the overnight shift as possible when resident needs do not require staff support. No other HCRS staff was made available to assist with monitoring the resident's safety during the rest of the night hours into morning. During early morning hours on 3/15/22 Resident #1 wandered away from the facility. At approximately 6:15 AM it was noted an exit door was open and Resident #1 was not found. An immediate search was started and authorities notified. On 3/15/2022 at approximately 9:32 AM EMS rescued Resident #1 from the Ottauquechee River. EMS report states the resident was pulled from the river by a bystander. Resident #1 was hypothermic (abnormally low body temperature), in shock, skin mottled and multiple abrasions and brusing noted on lower extremities. Air temperature on the early morning of 3/15/22 in Woodstock was recorded between 28-30 degrees Fahrenheit. Resident #1's body temperature was recorded at 80.2 degrees Fahrenheit; s/he was described by EMS to have altered mental state; and required intubation (placed on a ventilation machine) to assist in breathing along with multiple IV (intravenous) medications. Resident #1 was transported to a	T 023			

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T 023	<p>Continued From page 3</p> <p>medical center requiring hospitalization in the Intensive Care Unit.</p> <p>Per interview on the afternoon of 4/5/2022, the Woodstock TCR Team Leader and the HCRS Adult Services Assistant Director reconfirmed, although Resident #1 had demonstrated a rapid psychiatric decline over the weekend of March 11-13, the resident's care needs did not exceed what the Woodstock TCR was able to safely and appropriately provide after his/her return from the ED. However, prior to discharge from the ED the same staff identified Resident #1 to require a higher level of care to include closer monitoring/supervision, and a secure unit with awake staff. While awaiting the resident's impending admission to the secured facility, safety monitoring was not implemented for Resident #1, resulting in a critical incident requiring hospitalization and critical care intervention.</p>	T 023		