

Division of Licensing and Protection
103 South Main Street, Ladd Hall
Waterbury VT 05671-2306
<http://www.dail.vermont.gov>
Voice/TTY (802) 241-2345
To Report Adult Abuse: (800) 564-1612
Fax (802) 241-2358

March 24, 2011

Claudette Werner, Administrator
Crescent Manor Care Ctrs
312 Crescent Blvd
Bennington, VT 05201

Provider ID #:475033

Dear Ms. Werner:

Enclosed is a copy of your acceptable plans of correction for the survey conducted on March 3, 2011.

Follow-up may occur to verify that substantial compliance has been achieved and maintained.

Sincerely,



Pamela M. Cota, RN
Licensing Chief

PC:jl

Enclosure



DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 03/11/2011
FORM APPROVED
OMB NO. 0938-0397

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 475033	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/03/2011
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NAME OF PROVIDER OR SUPPLIER CRESCENT MANOR CARE CTRS	STREET ADDRESS, CITY, STATE, ZIP CODE 312 CRESCENT BLVD BENNINGTON, VT 05201
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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) COMPLETION DATE
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F 000 F 241 SS=D	<p>INITIAL COMMENTS</p> <p>An unannounced, on-site complaint investigation was conducted by the Division of Licensing and Protection on 03/03/2011. Findings include:</p> <p>483.15(a) DIGNITY AND RESPECT OF INDIVIDUALITY</p> <p>The facility must promote care for residents in a manner and in an environment that maintains or enhances each resident's dignity and respect in full recognition of his or her individuality.</p> <p>This REQUIREMENT is not met as evidenced by: Based on record review, staff, resident and visitor interviews, and direct observation, the facility failed to care for 1 applicable resident (Resident #1) in a manner and in an environment that maintains the resident's dignity and respect. Findings include:</p> <p>Per review of the facility internal investigation and the resident medical record on 03/03/2011 at 2:57 PM, Resident #1 was not treated with respect and dignity by a staff member who was providing personal care to Resident #1 on 11/09/2010. On 11/9/10, the staff member made a statement to the resident that s/he was acting like a fool. This is confirmed during interview with the Director of Nursing Services (DNS) on 03/03/2011 at 3:12 PM.</p>	F 000 F 241	<p>F241</p> <p>Resident #1 remains in the facility in stable condition.</p> <p>All staff attended mandatory Dignity and Customer Service review. The education was provided by the SDC.</p> <p>Randomly nurse managers will question staff on their knowledge of this education. Outcomes will be reviewed at CQI by Nurse Managers.</p>	<p>March 10^t</p> <p>April 11</p> <p><i>Edman</i> 3/24/2011 <i>accepted</i></p>
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>Charles W. ...</i>	TITLE <i>...</i>	(X8) DATE 3-17-11
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Any deficiency statement ending with an asterisk (*) denotes a deficiency which the Institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

Crescent Manor Care Center
Education Calendar
MARCH 2011

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7 Mandatory: POC Dignity/Customer Service 0600, 1330, <i>Safety Committee</i> 1100	8 Mandatory: POC Dignity/Customer Service 1330, 1430	9 Mandatory: POC Dignity/Customer Service 0600, 1330	10 Mandatory: POC Dignity/Customer Service 1330, 1430	11 X	12
13	14	15	16 Webinar MDRO Collaborative 1300-1400	17	18 CPR Renewal for Nurses: 1330-1530	19
20	21 Physicals 0800	22 General Orientation 0900-1600	23 Ace/Behavioral Program 0900-1600	24	25	26
27	28	29	30 Huntington's Disease Program 0900-1600	31		

All classes are held in the classroom. The Safety Committee meets in the Solarium.

MANDATORY INSERVICE

TOPIC: DIGNITY AND CUSTOMER
SERVICE

DATES AND TIMES:

3/7/11: 0600 and 1330

3/8/11: 1330 and 1430

3/9/11: 0600 and 1330

3/10/11: 1330 and 1430

LOCATION: CLASSROOM

Thank you.

D. Barron RN