

Division of Licensing and Protection
103 South Main Street, Ladd Hall
Waterbury, VT 05671-2306
[http //www dail vermont gov](http://www.dail.vermont.gov)
Voice/TTY (802) 871-3317
To Report Adult Abuse. (800) 564-1612
Fax (802) 871-3318

April 26, 2013

Ms Kristine Kupcha, Administrator
Copley House Community Care Home
379 Washington Highway
Morrisville, VT 05661

Provider # 0139

Dear Ms Kupcha

Enclosed is a copy of your acceptable plans of correction for the unannounced on-site complaint investigation conducted on **March 6, 2013**. 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

PC ne

Enclosure



Division of Licensing and Protection

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0139	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/06/2013
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NAME OF PROVIDER OR SUPPLIER COPLEY HOUSE COMMUNITY CARE HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 379 WASHINGTON HIGHWAY MORRISVILLE, VT 05661
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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
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R100	Initial Comments: An unannounced on-site complaint investigation was conducted by the Division of Licensing and Protection on 3/6/13. The following regulatory violations were identified.	R100	The meat will now be thawed on the bottom shelf of the refrigerator.	
R249 SS=E	VII. NUTRITION AND FOOD SERVICES 7.2 Food Safety and Sanitation 7.2 d The home shall assure that food handling and storage techniques are consistent with safe food handling practices. This REQUIREMENT is not met as evidenced by: Based on observation and staff interview the facility failed to assure that all food was stored in a manner consistent with safe food handling practices. Findings include: Per observation, on the morning of 3/6/13, there were pans of frozen beef thawing in the refrigerator located in the kitchen, and placed directly above gallons of milk and other drinks utilized for resident consumption. In addition, the interiors of two chest freezers containing food for resident consumption and located in the basement, were heavily frosted with ice. One of the freezers contained a large plastic bag of sausage patties that had a large hole in it exposing the meat to possible contaminants. These observations were confirmed by both the cook and COO (Chief Operating Officer) at the time of tour.	R249	Checking for defrosting meat will now be added to the daily list of duties for the kitchen staff person. The two chest freezers were defrosted the evening of 3/10/13 and the open bag of sausage patties was disposed of on the evening of 3/10/13. Defrosting of the freezer has now been added to the duties for night kitchen staff to be completed every third month.	
R251 SS=E	VII. NUTRITION AND FOOD SERVICES	R251	PC accepted for R249 TITLE	(X6) DATE 4/25/13

Division of Licensing and Protection

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

STATE FORM

6899

6JSV11

If continuation sheet 1 of 4

Handwritten signatures and dates:
 11/20/12
 Clinical Coordinator
 3/27/13
 [Signature]

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R251	Continued From page 1 7 3 Food Storage and Equipment 7 3 a All food and drink shall be stored so as to protect from dust, insects, rodents, overhead leakage, unnecessary handling and all other sources of contamination This REQUIREMENT is not met as evidenced by: Based on observations and staff interviews the facility failed to assure all food consumed by residents was stored in a manner to protect it from rodents. Findings include: Per observation, during tour on the afternoon of 3/6/12, 2 dead mice were observed on the floor of one of the dried goods food storage areas in the basement of the facility. The bodies of the rodents were lying in close proximity to the open shelving units containing foods used in, and consumed by residents, including plastic bottles of spices and boxes of instant potatoes. In addition, unused supplies, including commodes, stained and covered with dust, were also stored in the area within 5 feet of the stored food items. The cook and the COO both confirmed the observation at the time of the tour	R251	The mice were disposed of the day they were seen, 3/6/13 and the exterminator was scheduled for the following day, 3/7/13. Since the exterminator's visit when traps were set out, the plan of action going forward is for quarterly inspections including monitoring for rodents, mouse snap traps and elimination services. All food was moved to the pantry before inspector left. The cleaning products were moved to a different storage area away from the food. Unused supplies were disposed of on that Friday 3/8/13. Supplies are now monitored by the morning housekeeper on a weekly basis. POC accepted for R251 Housekeeper 4/2/13	
R266 SS=D	IX. PHYSICAL PLANT 9 1 Environment 9 1.a The home must provide and maintain a safe, functional, sanitary, homelike and comfortable environment This REQUIREMENT is not met as evidenced by:	R266		

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R268	<p>Continued From page 2</p> <p>Based on observation and staff interview the facility failed to assure a sanitary, homelike environment was maintained for all residents Findings include.</p> <p>Per observation, during tour of the facility on the morning of 3/6/13 at 10:30 am, there were multiple areas of brown stain throughout the carpet on the floor of Resident #1's bedroom along with a very strong odor that permeated the apartment, as well as the hall outside. At the time of observation the rug had not yet been cleaned and Resident #1 was sitting in the kitchen, wearing an overcoat, and eating breakfast. Resident #2, who shared the apartment with Resident #1 was not present. During interview, at the time of tour, PCMS (Patient Care and Medication Specialist) #1, stated that Resident #1 had been incontinent of stool that morning and had been resistant to staff's encouragement to shower or perform any personal hygiene. The PCMS further stated that the resident was frequently incontinent of urine and occasionally incontinent of stool, and was often very resistant to performing any personal hygiene.</p> <p>During interview, at 2:50 PM on the afternoon of 3/6/13, the RN (Registered Nurse) who provides oversight to all residents, confirmed that Resident #1 was frequently incontinent of urine, often incontinent of stool and was often resistant to performing personal hygiene. S/he stated that although some of the furniture, including kitchen chairs and the couch in the common living space, were shared between the two residents who occupied the apartment, s/he was not aware of any process to assure those items were cleaned and sanitized following incontinent episodes by Resident #1. S/he further stated that s/he had concerns regarding infection control related to</p>	R268	<p>The carpeting in the room of resident #1 has been replaced by laminate flooring. It was completed on 3/14/13. A behavioral plan has been implemented for the resident that is frequently resistant to urine and staff are following it daily. Included in the plan is for housekeeper to clean and sanitize furniture and equipment utilized in common areas when resident is resistant. This includes steam cleaning necessary items. Checking and wiping down of common furniture has been added to the daily checklist per day - and weekly</p>	
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R266	Continued From page 3 Resident #1's poor personal hygiene practices and the possibility of contamination of the commonly shared furniture. The facility Manager stated, during interview at 3:30 PM on 3/6/13, that although there is a process to clean and sanitize shared furniture and equipment utilized in common areas on the first floor s/he was not aware of any similar process in apartments shared by residents.	R266	<i>Housekeeping staff. The housekeeper on duty will check. That it is completed. POC accepted for Rold Bonnie Howe RN 4/25/13</i>	