

**UNITED STATES BANKRUPTCY COURT
DISTRICT OF CONNECTICUT
NEW HAVEN DIVISION**

In re:

SPECTRUM, HEALTH CARE, LLC, *et al*,¹

Debtors.

Chapter 11

**Case No. 16-21635 (JJT)
Through 16-21639**

(Jointly Administered)

REPORT OF PATIENT CARE OMBUDSMAN NANCY SHAFFER

Nancy Shaffer, M.A., the Connecticut State Long Term Care Ombudsman, having been appointed the Patient Care Ombudsman for Spectrum Healthcare LLC, et al, Inc. d/b/a Derby, Spectrum (Case No. 16-21636), d/b/a Hartford Spectrum (Case No. 16-21637), d/b/a Manchester, Spectrum (Case No. 16-21638), and Torrington Spectrum (Case No. 16-21639) (collectively the “Debtors”) on November 1, 2016 hereby provides this Report to the Court in accord with Section 333 of the Bankruptcy Code and Interim Fed. R. Banker. P. 2015.1, regarding the quality of patient care provided to residents.

The Patient Care Ombudsman along with the Long-Term Care Ombudsman Program (LTCOP) monitors quality of life and care on behalf of residents of the Debtors’ facilities as follows: (i) Spectrum Healthcare Derby, LLC; (ii) Spectrum Healthcare Hartford; (iii) Spectrum Healthcare Manchester; and (iv) Spectrum Healthcare Torrington.

¹ Spectrum Healthcare, LLC, Case No. 16-21635 (JJT), Spectrum Healthcare Derby, LLC, Case No. 16-21636 (JJT), Spectrum Healthcare Hartford, LLC, Case . No. 16-21637 (JJT), Spectrum Healthcare Manchester, LLC, Case No. 16-21638 (JJT), and Spectrum Healthcare Torrington, LLC, Case No. 16-21639 (JJT).

The Patient Care Ombudsman and her designees, Regional Ombudsmen Patricia Calderone, Michael Michalski and Thomas Pantaleo, have made regular monthly visits to the four Spectrum homes on behalf of the Patient Care Ombudsman. They assess the overall health, welfare and well-being of all individuals who reside in these nursing homes, address any concerns the residents or their representatives may raise and monitor physical plant issues for potential adverse effects to the health and safety of the residents.

Spectrum Derby:

The most recent visit to the Birmingham nursing facility was made on December 13, 2016. Mr. Lerman reports the census has remained relatively stable over the past few months. It generally remains at about 104 residents out of 120 licensed beds.

There have not been any direct staffing changes noted. Upon review of staffing levels, Certified Nursing Assistant direct care hours are up slightly as compared to some months ago.

The Veteran's Administration holds a contract with the Derby home for its contracted veterans. The facility administrator reports that the VA has placed a hold on new admissions to the home until March, 2017, given certain concerns which the facility disputes. At this time the Patient Care Ombudsman has not been told the nature of these disputes.

No physical plant issues observed or reported at the Spectrum home in Derby.

A resident expressed a concern to the Regional Ombudsman during his October, 2016, visit about poor quality and availability of a specific medical supply. The Administrator, Director of Nursing and Social Worker state there has not been a change in vendor nor are they aware that there is a change in the medical supply that is ordered.

There have not been any changes in administrative staff or department heads. Reportedly new staff development and central supply personnel are anticipated.

The Regional Ombudsman has met with residents and no concerns (other than medical supply previously described) have been brought to his attention. The Administrator reports that the home has been listed as a 5-Star rated facility on the Medicare.Gov website. The home received a 5-star rating for quality measures, a 4-star rating for staffing and a 3-star rating for health inspections.

Spectrum Hartford:

The census at this home remains relative stable with between 134-139 residents out of 150 licensed beds.

Park Place, the Spectrum facility located in Hartford is an urban nursing home which serves predominantly Hispanic residents from the local area. The home seems to have enough Spanish-speaking staff members to accommodate any language barriers that may (and do occasionally) arise with Spanish-speaking only residents. Staff is relatively stable and there have not been major changes in administrative or department head staff other than the Dietary Director who resigned in November, 2016, and a permanent replacement has been hired. Staffing levels remain stable.

The Bio-Hazard vendor has been replaced by Steri-Cycle and there is also a new generator company, Forbes Generator.

A recent Department of Public Health survey investigated an incident of inappropriate staff behavior and the home was cited for deficient practices related to mistreatment, neglect, or abuse. The Administrator and Director of Nursing develop a Plan to address potential mistreatment, neglect or abuse. The home will investigate any allegations per its policy and the administrator will be responsible for the plan and all findings will be brought to the Quality Assurance Committee for review.

Spectrum Manchester:

The Spectrum Manchester is comprised of the Crestfield skilled nursing facility with 90 licensed beds and the Fenwood rest home with nursing supervision with 60 licensed beds. They are two distinct parts of this campus and provide the two different levels of care. The current combined census is 120/150 with 90 residents in the nursing home and 30 residents in the rest home.

There have not been any recent changes in administrative positions. Each section of the campus presents clean and well-kept. There have not been any complaints to the Ombudsman Program. The most recent licensure and certification survey was completed in February, 2016.

Spectrum Torrington:

At time of recent December 8, 2016, visit the census at this Torrington Spectrum home was 97 + 1 hospitalized resident out of 126 licensed beds. Ms. Calderone met with residents during her visit, there were some comments expressed about inadequate staffing levels. A new Medical Director was appointed in November, 2016, Dr. Marc Raad.

There have been other changes in staffing, including an RN Supervisor moved to Infection Control/Staff Development Nurse and a newly hired RN Supervisor began working on December 8, 2016. The Therapy Director resigned recently but is staying on in a per diem capacity and two physical therapists are now co-directors of the Therapy Department.

The Regional Ombudsman observes that the physical plant requires some repair: there are stained ceiling tiles throughout the facility. The Administrator reports the home is getting estimates for possible roof repair rather than replacing the whole roof.

There have not been any regulatory actions against the home. However, reportedly there was a grievance filed against a housekeeper for violation of residents' rights to privacy, not knocking on residents' doors before entering their rooms. The staff member was terminated.

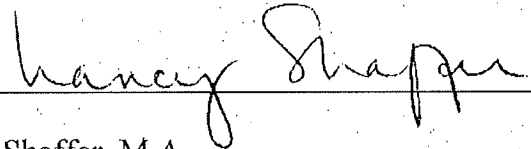
There have been some changes in vendors who provide supplies to this home, but no reports or complaints about short supplies or lack of adequate supplies.

The Court granted the appointment of a Chief Restructuring Officer, Timothy Coburn. Mr. Coburn contacted the Patient Care Ombudsman to inform her of his role in this bankruptcy reorganization. To date a number of interested parties with signed nondisclosure agreements have contacted Mr. Coburn.

The Patient Care Ombudsman and the Regional Ombudsmen will continue to monitor the quality of care and services provided to the residents of this facility and will report any changes to the Court.

Respectfully submitted,

Dated Dec. 20, 2016



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CERTIFICATION

I hereby certify that on this 20th day of December, 2016, a copy of the foregoing Report of Patient Care Ombudsman Nancy Shaffer was served to all parties through the Court's Electronic Case Filing System or by first class mail, postage prepaid, to the following:

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