

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

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**In re:**

**SPECTRUM, HEALTH CARE, LLC, *et al*,<sup>1</sup>**

**Debtors.**

**Chapter 11**

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

**(Jointly Administered)**

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**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 October 26, 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.

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<sup>1</sup> 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 February 15, 2017 and visits were made intermittently throughout the sixty reporting period. Mr. Lerman reports the census has remained relatively stable over the past few months. The census as of February 6, 2017, is 99 residents out of 120 licensed beds, a decline of 5 residents since last report to the Court.

There have not been any direct staffing changes noted. The Veteran's Administration holds a contract with the Derby home for its contracted veterans. The hold on new admissions for VA contracted veterans continues to March, 2017, given certain concerns which the facility disputes. The Ombudsman has reached out to the Veteran's Administration regarding the admissions hold, but to date has not made contact with the VA representative. The Regional Ombudsman monitors concerns of all residents and also those specific to residents who are veterans. At this time no complaints have been reported to him.

There are no physical plant issues observed or reported at the Spectrum home in Derby.

There have not been any changes in administrative staff or department heads. Medical supply room and food storage room appear well-stocked.

**Spectrum Hartford:** The census at this home remains relatively stable at 134 residents and 1 resident hospitalized out of 150 licensed beds. Staff and staffing levels and patterns are unchanged during past sixty days.

No concerns have been forwarded to the Department of Public Health during this reporting period. However the Regional Ombudsman does have a current case in which he is working with the resident and the nursing home staff to resolve.

The Administrator of this home is recently nominated for an award by the American College of Health Care Administrators for success in quality of care measures such as pressure ulcers, pain management and use of psychotropic medications.

**Spectrum Manchester:** The Spectrum in Manchester, Connecticut 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 125/150 with 85 residents in the nursing home and 40 residents in the rest home.

There have not been any recent changes in administrative positions. There is a recently vacant Nursing Supervisor position which is temporarily filled with other nursing personnel. Each section of the campus continues to present clean and well-kept. There have not been any complaints to the Ombudsman Program during this past reporting period.

**Spectrum Torrington:** At time of recent February 15, 2017, visit the census at this Torrington Spectrum home was 99 residents out of 126 licensed beds. Ms. Calderone meets with residents during her visits and there have not been any concerns raised during those visits.

As noted in last report the Director of Therapy had resigned. A new therapy director is recently employed. There is an open staff position for an MDS (Minimum Data Set) nurse. In the interim

the position is filled on a temporary basis and the administration reports they are actively seeking a permanent MDS nurse.

The Regional Ombudsman observes that the physical plant continues to require repair: ongoing situation of stained ceiling tiles and leaks in the ceiling throughout the facility. As noted in last report, the Administrator was securing repair estimates and it now appears repairs are on hold as the landlord is reportedly awaiting a change of ownership of the home.

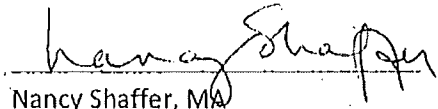
There have not been any regulatory actions against the home. However, there was one reportable incident recently regarding an insensitive comment made to a resident. The individual was immediately removed from the home and is not returning and the Staff Development Nurse provided in-service training on this issue. There was a delay in a food delivery due to inclement weather. This reportedly did not impact or interrupt the residents' meals as the required 3 day emergency food supply was available.

To date, the Ombudsman does not have information regarding the status of potentially interested buyers for any of the four Spectrum homes.

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 February 17, 2017



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**CERTIFICATION**

I hereby certify that on this 17<sup>th</sup> day of February, 2017, 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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**/s/Karen S. Haabestad**  
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